

## INFORMATION ASSURANCE DIVISION, J6BTA (DRMS-YBTA)

### MISSION:

Develop, implement and sustain a DLA Information Assurance (IA) Program to ensure the confidentiality, availability, integrity and non-repudiation of sensitive and classified information and information system resources. Develops an IA Program Plan that outlines the strategic goals and objectives and directs the execution of all assigned IA missions and responsibilities.

### FUNCTIONS:

#### ACCESS CONTROL – SYSTEM

1. Manages access to the entrance to the Internet, computer systems or software application.
2. Performs ADP security access control for assigned automated information systems, utilizing tools such as the Resource Access Control Facility (RACF) and User Management System (UMS) security software.
3. In coordination with NIMA ISDII, determines releasability/security validation and resolution.
4. Provides access to the various systems, including security for exclusion of commercial entities from viewing data.

#### DATA ENCRYPTION/PKI

1. Encrypts, or converts, data into cipher text so it cannot be easily understood by unauthorized people.
2. Decrypts, or converts, data back into its original form so it can be understood.
3. Ensures programs and practices are in place that enable users of basically unsecure public network such as the Internet to securely and privately exchange data and money through the use of a public and private cryptographic key pair that is obtained and shared through a trusted authority.

#### INFORMATION ASSURANCE

1. Ensures the technical and managerial measures designed to ensure the confidentiality, possession or control, integrity, authenticity and utility of information and information systems is in place.
2. Plans, determines requirements, coordinates and provides training for information assurance.
3. Serves as the site's Information System Security Officer (ISSO) for the site's systems, application and tiers.
4. Serves as the Automated Information System Security Officer (AISSO) for assigned systems.
5. Determines releasability/security validation and resolution of information. (JNB).
6. Directs and oversees corporate data security.
7. Ensures security of data provided through Internet order placements.

8. Manages site's Information Technology Security program.
9. Serves as the ISSO for the DMS system. Periodically reviews all actions in accordance with established guidelines and procedures.
10. Periodically reviews transaction logs for potential security violations. Prepares reports as required.
11. Responds to DLA CERTS.
12. Analyzes site's infrastructure for potential security flaws.
13. Supports users through communication and ad hoc security fixes.
14. Reviews regional support agreements, security conformance and Inspector General reviews as appropriate.

#### INTRUSION DETECTION/FIREWALLS

1. Manages security management system for computers and networks.
2. Manages the firewall, consisting of a set of related programs, located at the network gateway server, to protect the resources of the private network from users from other networks.
3. Administers the site's firewalls.
4. Supports site's and DLA's initiatives on the firewall.
5. Updates the firewall rules.
6. Coordinates upgrades and updates to the firewall with the ISSO.
7. Coordinates with the ISSO to assure adequate security measures are implemented.

#### TRAINING – IA

1. Provides information assurance training.
2. Ensures all employees understand the concepts and perspectives relative to information assurance.

#### IT INFRASTRUCTURE DIVISION (DRMS-J6BTI)

##### MISSION:

Provide a reliable IT infrastructure for DLA applications and ensure continuity of Operations (COOP) for all identified IT capabilities. Responsible for a multi-junction communications facility.

##### FUNCTIONS:

#### CRITICAL INFRASTRUCTURE PROGRAM

1. Ensures all measures to protect the infrastructures critical to the national and economic security of the country are in place.
2. Manages and administers the Information Technology infrastructure, which includes the computer room, Local Area Networks (LAN), Wide Area Networks (WAN) and the mid-tier servers.

## CAPACITY PLANNING

1. Responsible for capacity planning for IT systems.
2. Specifies level of resources, including facilities, equipment and human resources required to support the production environment.
3. Monitors systems performance usage to ensure that application and transmission of business data can be accomplished, including system response times and disk storage capacities.
4. Advises DISA and other affected organizations for planned/projected systems workload increases/decreases that may impact hardware/software capacity requirements.
5. Reviews current and projected workloads to determine capacity saturation point for installed ADP/T hardware.
6. Documents deficiencies and proposed corrective actions for submission to affected organizations, HQ DLA and DISA.
7. Provides associated cost information to the financial organizations for inclusion in future ADP/T budget requests.

## DATABASE ADMINISTRATION

1. Maintains system and application databases.
2. Provides for database backups as required.
3. Performs system recoveries of database.
4. Administers the table and control files program.
5. Updates databases and tracks performance.
6. Provides analysis and design support in maintaining or upgrading client/server database applications.
7. Performs assigned data management functions for all databases utilized by administered systems.
8. Administers databases for all “second tier” systems maintained by the organization.
9. Administers databases under development, including defining database structure, architecture and performance tuning.
10. Provides system and database administration on mid-tier servers.

## TELECOMMUNICATIONS & LOCAL INFRASTRUCTURE BRANCH, JCBTIL (DRMS-YBTIL)

## SOFTWARE MAINTENANCE

1. Updates software.
2. Adds new functions to existing software
3. Fixes “bugs” in software.
4. Solves problems related to software design.
5. Performs systems analysis and design for assigned automated information systems (AIS).
6. Coordinates changes to existing systems and procedures.
7. Develops technical requirements for system change requests (SCR).
8. Evaluates and processes requests for functional ADP services and changes.
9. Tailors and maintains site-unique software programs.

10. Monitors and conducts multi-level tests of AIS changes.
11. Designs, develops, revises, maintains and implements changes to agency and DOD-directed AIS projects.
12. Develops the technical concepts and requirements of AISs.
13. Tailors and maintains site-unique job control language (JCL).
14. Develops and prepares the SCR and SMR programs programs for the site.
15. Provides application support to the site and its supported organizations and DISA to correct software malfunctions.
16. Maintains unique applications per DLA/DOD regulations, manuals, standards and user requirements.
17. Serves as DOD/Agency focal point to determine the source(s) and cause(s) of managed AIS application software malfunctions.
18. Initiates appropriate action(s) for problem resolution.

#### SYSTEM/SERVER OPERATIONS

1. Manages the site's computer complex.
2. Operates computer systems and servers.
3. Sets up, configures, manages and administers NT servers.
4. Ensures that all services are available 7 by 24.
5. Sets up, configures, manages and administers the E-mail server, DHCP Server, non-UNIX Web and Application servers and all Windows NT Servers (including remote sites, e.g., Subsistence DSOs).
6. Sets up, configures, manages and administers servers to support the back up PC-level data.
7. Provides IT hardware and software recovery support.
8. Coordinates the recovery effort with contractors if required.
9. Installs, reviews, evaluates and reports on the performance of IT/T systems hardware and software; develops and recommends performance evaluation techniques, optimization procedures, models and other hardware and software systems improvements.
10. Provides technical assistance to resolve systems, operations and application problems.
11. Installs and maintains mid-tier computers, back-up equipment and unique IT hardware and software.
12. Coordinates with the facility engineers all facility improvements and maintenance for computer room.
13. Ensures that maintenance is in place for all IT equipment in the computer room.
14. Performs site assistance visits when requested to assist users in evaluating ADP/T equipment implementation and usage.
15. Coordinates upgrades and updates to the firewall with the ISSO.
16. Coordinates with the ISSO to assure adequate security measures are implemented.

#### DISA PARTNERSHIP

1. Supports interface between the running of the systems supporting the various DLA operational commodities and the control/scheduling of those applications on the mainframe located at the respective megacenter.

## E-MAIL MANAGEMENT

1. Manages organization's E-Mail, which is the exchange of computer-stored messages by telecommunication.
2. Sets up, configures, manages and administers the E-Mail server, including support remote sites.

## HARDWARE MAINTENANCE

1. Maintains IT hardware and equipment, including the Central Processing Units (CPU), disks, tapes, modem, cables, etc.

## REMOTE ADMINISTRATION

1. Manages and administers the remote capability for users not connected directly to the Local Area Network (LAN).
2. Provides technical support to remote sites and field offices to ensure interface with appropriate systems.

## SYSTEMS ADMINISTRATION

1. Manages computers in a networked environment, including software distribution, software version control, system back-up and recovery, printer spooling, job scheduling, virus protection and performance and capacity planning.
2. Monitors IT computer system execution and computing resource utilization.
3. Performs post-audit of systems and/or projects to evaluate performance.
4. Monitors performance of existing operational systems and procedures to verify efficient performance.
5. Evaluates systems performance and makes recommendations for improvement.
6. Evaluates other systems and makes recommendations for interfaces and usage.
7. Monitors the performance of installed systems and initiates appropriate action to optimize/correct systems shortfalls.
8. Monitors the performance of installed systems, initiates appropriate action to optimize them and corrects shortfalls.
9. Provides system administrator support for the mid-tier platform.
10. Conducts technical and diagnostic ADP/T hardware and software analyses to determine the cause of system abnormalities.
11. Installs, reviews, evaluates and reports on the performance of ADP/T systems hardware and software; develops and recommends performance evaluation techniques, optimization procedures, models and other hardware and software systems improvements.
12. Provides technical assistance to resolve applications problems.
13. Researches, analyzes, corrects and documents software problems, reports them to vendors and provides corrective processing solutions.
14. Designs, develops, implements and maintains or recommends specific computer systems utility software programs to monitor systems performance, troubleshoot plus identifies technical systems problems and associated recoveries.

## SYSTEMS INTEGRATION

1. Builds systems from a variety of diverse components.
2. Provides system solutions to problems involving hardware, software and networked computers.
3. Develops and implements system integration plans.
4. Participates in developing specifications for acquiring, installing and maintaining support for mid-tier hardware and software.
5. Develops, reviews, implements and monitors local plans for installing and reconfiguring installed IT equipment and software.
6. Participates in evaluating vendor proposals or have proposals evaluated by technical experts, as required, for hardware and software.
7. Participates in the acquisition process of associated system/application software.
8. Directs and oversees systems integration.
9. Responsible for integrating new information technologies into the operating environment.
10. Coordinates with HQ DLA and other DLA activities to integrate corporate initiatives into the local platform.

## VIRTUAL PRIVATE NETWORK (VPN)

1. Provides access to a public telecommunication infrastructure, such as the Internet, to provide users or offices at remote sites with secure access to the network.

## COMMUNICATIONS

1. Transfers information from one location to another.
2. Mixes voice and data, whether analog or digital, to transfer it from one location to another.
3. Provides telephone service to the organization.
4. Serves as member of planning committees and participates in meetings involving expansion, moves, mission changes, or improving current operations and future systems to determine the impact on communications.
5. Develops, maintains and administers a Telephone Management System (TMS), including a Telephone Control Officer (TCO) position and COTR functions.
6. Develops and coordinates local Communications Service Authorizations (CSA), Commercial Communications Work Orders (CCWO) and feeder Requests for Services (RFSs) to provide communications services.
7. Monitors work until completion and forwards certification to appropriate organization for payment.
8. Manages the telephone trouble desk for problem resolutions.
9. Administers conference telephone services and other special and/or unique communications requirements.
10. Maintains a central telephone locator service and related database.
11. Prepares telephone director.

12. Provides, manages and administers the FTS2000, DSN Government long distance services, AUDIX (voice mail), and calling (credit) card services for all DOD tenants on the installation.
13. Acts as liaison between tenants, local and long distance communications providers, and other commercial communications vendors regarding special voice and data circuit installations/terminations from and to the commercial (circuit) entry point (DMARK).
14. Provides security officials, as required, the local and long distance call records related to possible fraud, waste and abuse issues.
15. Oversees installation and maintenance of telephone systems and equipment such as:
  - a. Connection from workstations to commercial telephone company's exchange for all outside local calls.
  - b. Connection from workstation to workstation.
  - c. Connection to the Federal Telephone System for all long distance calls.
  - d. Connection to the Defense Switching Network for all DOD calls.
  - e. Maintenance and repair of inter-office wiring and instruments, including required workstation visits.
  - f. Credit card and toll free service.
  - g. Engineering, maintenance and administration of switching equipment and major phone systems.
  - h. Conference telephone services and other special or unique communications requirements.

#### DEFENSE MESSAGE SYSTEM (DMS)

1. Provides multi-media messaging and directory services using the Defense Information Infrastructure (DII) network and security services.
2. Implements, administers and manages operation of the Defense Message System (DMS) and the Global Command and Control System (GCCS) for the site and supported organizations.
3. Provides DMS support to all appropriate DLA activities either on a primary or backup basis as required.
4. Operates the Certification Authority Workstation (CAW), preparing fortezza cards required for use with the DMS.

#### NETWORK INFRASTRUCTURE MANAGEMENT

1. Monitors active communications networks.
2. Diagnoses and solves network problems.
3. Gathers performance statistics to administer and fine-tunes networks.
4. Establishes procedures and internal management controls to evaluate all resource's operational effectiveness, taking appropriate actions correcting unsatisfactory performance.
5. Responsible for LAN/WAN infrastructure that integrates all supported users.
6. Responsible for telecommunications hardware and software support, including design and development, configuration, acquisition, installation and technical support services.
7. Manages Internet/Intranet/Extranet presence.
8. Manages and administers the network infrastructure, which includes the computer room, LANs and WANs and mid-tier servers.

9. Develops and coordinates technical specifications to acquire, install and maintain telecommunications hardware/software systems in support of serviced activities.
10. Assists with installations of telecommunications network, environmental, and other generalized software and hardware which include operating systems utilities, telecommunications and process control interface software.
11. Conducts problem analysis, definition, solution and recovery from operation malfunctions involving system software, hardware and telecommunications.
12. Evaluates and implements all technical standards relative to operating the IT infrastructure.
13. Supports network connectivity between the computer room and remote sites.
14. Coordinates with users and Facility Engineers to ensure that facility requirements are met before hardware installation.
15. Determines feasibility of new telecommunications interface to mainframe via front-end processors.
16. Determines hardware specifications for connecting telecommunications and devises the most economical and efficient method of implementation.
17. Resolves network configuration problems.
18. Designs and provides LAN connectivity to the telecommunications infrastructure.
19. Assists with installing LAN software and hardware.

#### SIPRNET/NIPRNET

1. Maintains the Secure Internet Protocol Router Network (SIPRNET) as physically separate from the Internet.
2. Maintains SIPRNET so classified systems are impervious to attacks through the Web.
3. Maintains the Non-Secure Internet Protocol Router Network (NIPRNET).
4. Maintains the NIPRNET and keeps it connected to the Internet, using commercial telephone lines for communication.

#### TELECOMMUNICATIONS (LAN/WAN)

1. Maintains, manages and administers the Local Area Network (LAN).
2. Maintains the Wide Area Network (WAN).
3. Monitors the ongoing performance of the LAN/WAN.
4. Maintains the LAN's server applications and data storage shared by multiple workstation users.
5. Ensures LAN is connected to WAN using intelligent communication devices.
6. Coordinates long haul configurations with the ETN.
7. Provides multi-shift management and administrative support for services to maintain a secure, DOD, agency-wide telecommunications operational site.
8. Operates 3 shifts per day, 24-hours a day, 7-days a week.
9. Resolves telecommunications processing problems caused by resource conflicts, abnormal terminations, incorrect operating procedures, human errors and other production delays.
10. Plans, develops and implements internal control procedures and quality control techniques, assuring all data processing products are administered properly.
11. Acts as Communications Officer and Office of Telecommunications/Information Systems (OTIS) for all supported activities.

12. Administers and maintains the Cable Plant Management System and related databases.
13. Provides a single point of contact for telecommunications inquiries, requests and referrals.
14. Performs multi-systems and application recovery tasks.
15. Provides, administers and manages a Defense Information System Network (DISN) Node Site Coordinator (NSC) position.
16. Plans, develops and implements local procedures to ensure continuous, long-haul end-user-to-hose connectivity.
17. Monitors vendors, customers, engineers, or system software specialist, taking necessary actions to resolve system problems.
18. Monitors system performance, notifying appropriate personnel if system performance is unacceptable, to optimize system performance.
19. Monitors teleprocessing/interactive activity on all systems to ensure a smooth user process flow.
20. Formulates, develops and coordinates site plans for installation and/or relocation of all telecommunications equipments, including space, air conditioning, electrical, environmental and other requirements.
21. Participates in pre- and post-equipment reviews, site surveys and installation.
22. Administers and maintains the Gandalf Starmaster Data Switch, data-over-voice (DOV) system, providing connectivity to multiple host computers.
23. Performs Staff Duty Officer (SDO) duties.
24. Provides briefings to newly assigned military officers eligible to perform SDO duties.
25. Maintains handbook of procedures to assist SDOs in performing their duties.
26. Ensures communications equipment used by the SDO is state-of-the art.
27. Administers internal emergency operating procedures and maintain security within the telecommunications installations.
28. Participates in DOD/DLA directed management reviews of IT operations.
29. Directs implementation and assures compliance with the site's IT physical security requirements.
30. Administers and executes the telecommunications aspects of the Field Activity Basic Emergency Plan (FABEP) and Continuity of Operations Programs (COOP).
31. Provides the full range of independent initial operational test support services as part of the IT infrastructure, testing newly-designed and/or modified AISs that are related to telecommunications.
32. Maintains operational logs and statistical records on all equipment utilization and lost time.
33. Plans, coordinates and takes necessary actions on all ADP/T equipment installations and/or reconfigurations.
34. Monitors vendor customer engineers, electronics specialists, or civil engineers to ensure IT equipment is configured and installed properly to meet operational needs.
35. Performs as the Node Site Coordinator (NSC) for DISA's Defense Data Network (DDN) package switch node.
36. Performs DISA node site coordinator responsibilities involving monitoring, tracking, reporting and assisting with correcting the connectivity to and from the DISN backbone components and the appropriate Defense Megacenter.
37. Performs as project manager and administers the Automatic Digital Network (AUTODIN) and the Message Accountability and Delivery Systems (MADS).
38. Maintains historical records about customer inquiries and requests.

39. Provides support services to DLA and non-DLA worldwide nodal sites and technical control facilities, resolving network problems.
40. Performs as the TEMPEST Officer for all supported activities. Responsible for TEMPEST certification and execution of program requirements.
41. Develops plans for construction/modification of telecommunications RED BLACK TEMPEST environments.
42. Serves as Contracting Officer Technical Review (COTR) for telecommunications-related contracts.
43. Initiates actions monitoring and/or correcting environmental control systems to ensure the production schedules' timely completions.
44. Schedules and controls all preventive and remedial maintenance work performed in-house and by contractors on telecommunications equipment.
45. Performs worldwide NATO messaging services as required.
46. Provides classified telecommunications support as required.
47. Operates the Command Control center (CCC) in 7/24 operation.
48. Ensures CCC procedures, equipment, and security are up-to-date and adequate to support future requirements and are compatible with HQ DLA.
49. Provides technical assistance to teams/persons assigned to augment the Command Control Center (CCC) during crises.
50. Serves as the site's command crisis management center.
51. Receives and responds to requests from HQ DLA, DLA LNOS, DLA Customer Service Representatives (CSRs), and the military services regarding the site's logistical support and capabilities.
52. Collects logistics information from commodity directorates and prepares daily SITREP's for dissemination to HQ DLA and Joint Staff.
53. Assembles, evaluates, and disseminates logistics data during emergencies.
54. Coordinates multiple actions in emergencies and ensures they are effective.
55. Supports contingency and support plans by providing planning information, coordinating development, and participating in their implementation.
56. Provides exercise control personnel for readiness and war-gaming exercises.
57. Trains site personnel involved in exercise on scenario, objectives, and responsibilities.
58. Briefs site Commander and senior staff about exercise(s).
59. Ensures timely and educational exercise execution.
60. Prepares critique of exercise play and conducts follow-ups to ensure resolution of problem areas and prepares reports as required.
61. Maintains liaison with local civil authorities to assure the development and maintenance of effective and compatible plans for military support to civil authorities.
62. Prepares site disaster preparedness plan.
63. Provides briefings to senior staff, Command, and flag-level visitors on the Command and Control Center's mission and site's logistical support of past, present, and future exercises and operations.
64. Operates the site's communications center responsible for transmission, receipt, and dissemination of secure and nonsecure message traffic.
65. Researches evolving LAN/WAN and telecommunications technology and develops plans to continuously improve the infrastructure as technology improves.
66. Installs and maintains LAN/WAN equipment and unique IT hardware and software.

67. Coordinates all facility improvements and maintenance with facility engineers for LAN/WAN.
68. Ensures maintenance is in place for the LAN/WAN.
69. Coordinates upgrades and updates to the firewall with the ISSO.
70. Coordinates with the ISSO to assure adequate security measures are implemented.
71. Assists in the installation of LAN software and hardware.
72. Provide password reset capability 24x7x365.

#### VIDEO TELECONFERENCE (VTC)

1. Provides VTC capabilities.
2. Administers and manages local official Agency Video Teleconferencing (VTC) rooms and a satellite Distant Learning Center (DLC).
3. Serves as Program Manager for VTC and DLC.
4. Provides technical support and facilitators for all tenants on the installation.

#### WIRELESS/MOBILE DEVICES

1. Maintains physical control of wireless/mobile devices.
2. Provides, manages, and administers the cellular phone and paging services for all DOD tenants on the installation.

#### CONTINGENCY IT SUPPORT – DLA CONTINGENCY SUPPORT TEAM

1. Serves as a member of a team provided by DLA at the request of a Commander-in-Chief, and directed by the National Command Authorities (NCAs) in support of a CINC, Joint Task Force (JTF) or subordinate unified commander for regional conflicts, contingency operations, mobilization, emergencies, flexible deterrent options. Peacetime disaster relief operations, exercises, or other situations.
2. Deploys for two types of missions: worldwide contingencies and domestic disaster relief operations.
3. Provides support to the Combatant Commanders with a forward deployed DLA Contingency Support Team (DCST) during contingency operations.
4. Serves as the primary DLA organization to support the Combatant Commanders in a contingency.
5. Provides DLA liaison officers; materiel management representatives; disposal, reutilization, and marketing representatives; and fuels management representatives.

#### COMSEC

1. Responsible for communications security of all data moving through the network, including the integrity and confidentiality during transmissions.
2. Performs Communications Security (COMSEC) Officer and manager duties for all support activities.

3. Administers the Secure Telephone (STU-III) program and a Defense Courier System (DCS) account and sub-accounts for all Hart-Dole-Inouye Federal Center and off-site DOS activities in lower Michigan DOS.
4. Serves as the site Communications Security Manager and Custodian.
5. Responsible for all aspects of COMSEC management, including equipment acquisition and repairs, training for site users, and program administration.
6. Conducts vulnerability analysis of all the site's Information Technology Resources. This includes all tiers operated on or off-site, telecommunications, Internet, Intranet, or Extranet, and any new technologies.

## IT SOLUTIONS DIVISION, J6BTS (DRMS-YBTS)

### MISSION:

Provide oversight and management control for IT solutions. Responsible for software quality assurance, quality assurance testing programs, enterprise architecture, and IT project management.

## Configuration Management Branch, J6BTSC (DRMS-YBTSC)

### FUNCTIONS:

1. Keeps detailed records and updates information that describes the computer systems and networks, including all hardware and software components.
2. Maintains software configuration, release and implementation management.
3. Administers the configuration management plan for new system design in accordance to Life Cycle Management procedures.
4. Provides software configuration, release and implementation management and technical support for data query reporting.
5. Serves as program/project manager for initiatives related to site's information technology architecture and integration with DLA, DOD, and other customer platforms.
6. Serves as focal point for standard architecture modernization planning.
7. Establishes and maintains liaison with HQ DLA, service/agency and contractors to execute strategies for improved configuration management processes.
8. Administers the problem reporting system, including developing and enforcing policies, procedures and inquiries regarding problem report processing for the site.
9. Serves as chairperson of boards controlling the configuration of the system, e.g., Configuration Control Board.
10. Coordinates system releases with the development and operation organizations as well and/or contractors.
11. Develops and enforces policies to manage IT software configuration including inventory controls, software library change controls, and auditing procedures.
12. Maintains control of "frozen library" to ensure all application software placed in production is the tested version from the frozen library .
13. Controls and performs software populating from the frozen libraries to production.
14. Approves new IT-related projects.

15. Administers the Software Quality Assurance program, including participation in establishing and enforcing policies, plans, standards and procedures pertaining to the management and integration of system requirements.
16. Operates an automated data processing (ADP) documentation center and ensures all documents residing in it are secure.
17. Ensuring compliance with technical infrastructure and architectural guidelines.
18. Maintains reference libraries on the installed base of IT hardware, software and applications.
19. Maintains the system managers' logs to ensure an audit trail for the resolution of problems.

## REUTILIZATION PROJECTS BRANCH, J6BT SR (DRMS-YBT SR)

### FUNCTIONS:

#### IT PROJECT MANAGEMENT

1. Plans, schedules and controls project activities to achieve performance, cost, and time objectives for assigned IT systems.
2. Develops and coordinates mid and long-range plans related to all functional responsibilities for systems development and management, on-line system management, and interfacing logistics systems and performing system and functional testing, initial operating testing, and environmental testing.
3. Responsible for project management, including planning and implementing the site's IT initiatives.
4. Assists with research to employing new technology in various applications.
5. Coordinates installation of newly purchased technology.
6. Serves as liaison between the site and the contractor(s) supplying the new technology.
7. Coordinates staff assistance to resolve operational, technical, and quality assurance problems related to initiatives.
8. Directs and oversees IT project management program at the site.
9. Leads matrixed teams of multi-functional experts to plan, develop, coordinate, and implement IT related programs.
10. Serves as program manager and coordinator for IT business management initiatives.
11. Evaluates new or improved information systems technology and recommends improvements.
12. Develops project evaluation plans, procedures, and methodologies.
13. Ensures projects, plans, procedures, and methodologies are consistent and confirm to all applicable laws, policies, and practices.
14. Develops and assists with the continual modification and implementation of applications, incorporating new business needs and requirements into them.
15. Develops and documents plans to implement systems modifications.
16. Develops and establishes short, mid and long-range planning objectives and priorities with HQ staff and functional managers DOD/Agency-wide.
17. Establishes project schedules and monitors adherence.
18. Leads the planning for IT systems development.
19. Helps obtain contractor support and services for IT systems projects.
20. Participates in planning for systems development when locally executed.

21. Develops and maintains acquisition plans for Information Technology hardware and software.

## LIFE CYCLE MANAGEMENT

1. Manages IT projects from inception to completion, including: analysis, design, configuration management, development, testing, implementation and support (including maintenance, enhancements and migration).
2. Provides cost/benefit analyses and requirements analysis to support hardware/software procurements.
3. Directs and oversees corporate IT life cycle management programs and processes.

## DATA MINING

1. Extracts hidden facts contained in databases.
2. Uses a combination of machine learning, statistical analysis, modeling techniques and database technology to find patterns and subtle relationships in data to infer rules that allow prediction of future results.
3. Assists site personnel in extracting data from commercial databases and downloading mainframe file.

## TESTING AND ARCHITECTURE BRANCH, J6BTST (DRMS-BTST)

### FUNCTIONS:

## ENTERPRISE ARCHITECTURE

1. Provides overall plan for designing, implementing and maintaining the underlying infrastructure to support information sharing and resource optimization.
2. Manages the Data Administration Program, including administrative responsibility for ADP data element standardization, data dictionary and directories, and database logical design.
3. Serves as Functional Data Administrator for automated data processing databases, the data residing therein, and related Data Dictionaries/Directories.
4. Develops, maintains and controls menu driven applications for FLIS users to access LOGRUN.
5. Maintains and controls table data associated with COTS software to support FLIS applications.

## QUALITY ASSURANCE TESTING

1. Performs assurance and interface testing for assigned systems. Assesses impacts of changes to other systems via quality assurance (QA) testing techniques.
2. Performs test support for system software upgrades/releases prior to implementation to ensure there is no impact to DRMS functional applications.
3. Performs, as the Office of Test and Evaluation (OT&E), software testing to meet functional and operational requirements.

4. Develops test plans and executes testing of FLIS applications in support of Continuity of Operations (COOP) testing.
5. Develops and maintains the testing tables required to support the test system.
6. Develops test plans to identify the application and the interfacing system/subsystem to be tested.
7. Creates test analysis reports for all test executions, except problem reports.
8. Performs quality assurance of IT systems and output products.
9. Coordinates and implements the service/agency interface test requirements to ensure validity of DRMS software changes affecting the logistics community.
10. Designs, maintains, and controls the standard test database (STDB) for all levels of software testing for the services/agencies and DRMS.
11. Acts as DRMS focal point for interface testing requirements with the services/agencies test coordinators and HQ DLA personnel.
12. Ensures all levels of testing are documented and performed according to new or revised requirements.
13. Designs, maintains, and controls the standard baseline test bed (BLTB) of transactions and all ancillary programs required to support all levels of DRMS software testing.

#### IT MANAGEMENT SUPPORT DIVISION, J6BTM (DRMS-YBTM)

##### MISSION:

Provides business support services for the J6BT Organization.

##### FUNCTIONS:

##### ADMINISTRATIVE SUPPORT FOR IT FUNCTIONS

1. Provides administrative support for the J-6 organization. Includes budget, personnel, correspondence, and other related and appropriate administrative tasks.
2. Administers and monitors site's IT resources.
3. Administers and monitors the provision of and payment for IT services for external organizations.
4. Creates databases, tables, queries, and programs in the compilation of statistical and management information.
5. Certifies commercial and other communication invoices for leased equipment and services.
6. Reviews detailed long distance call records and invoices to ensure all systems sustain economic integrity.
7. Maintains equipment and cost records; performs inventory management; establishes invoice certification and verification controls for all voice, digital, IT hardware/software services; recommends approval/disapproval of payments.

##### ASSET MANAGEMENT

1. Manages and tracks all assets that support IT functions.

2. Provides IT property management and accountability services for the site and supported organizations.
3. Establishes accountability procedures and policies for IT.
4. Performs IT Responsible Property Officer (RPO) functions.
5. Establishes, monitors, and maintains IT property accounting records.
6. Manages and controls hardware, software, and all other IT assets required to be accounted for on the property book.
7. Administers/maintains IT Property Accountability database and the Automated Resource Management System.
8. Updates hand receipts when new IT assets are acquired, excessed, or transferred.
9. Maintains hand receipts for all assigned accountable property pertaining to customer IT property.
10. Supports non-J-6 organizations in regards to lost, damaged, stolen, or surplus IT assets.
11. Maintains equipment and cost records related to IT.
12. Performs inventory management of IT assets.
13. Establishes invoice certification and verification controls for all voice, digital, IT hardware/software services, and IT equipment and recommends approval/disapproval of payments.

#### IT ACQUISITION/CONTRACTING

1. Purchases IT equipment and supplies using the government credit card within the approved purchase limit.
2. Purchases IT equipment and supplies using the government credit card outside the limits of the credit with proper approval and documentation.
3. Acquires programming and operational support for personal, mid-tier, and mainframe computers and Local Area Network (LAN)/Wide Area Network (WAN) projects and platforms.
4. Participates in developing Requests for Proposal (RFPs) and Statements of Work (SOWs) for acquiring and/or replacing IT equipment and technical services.
5. Performs and participates in the technical and cost evaluation of vendor proposals.
6. Performs Contracting Officer Representative (COR) and Contracting Officer Technical Representative (COTR) duties for IT contracts.
7. Monitors government and contractor systems development activities to ensure performance and progress is within contract obligations.
8. Provides direction, guidance, consultation, and advice to promote and understanding of individual responsibilities and technical working arrangements between the government and contractors.
9. Develops criteria and arranges schedules to monitor IT contract implementation.
10. Resolves IT-related contractual problems.
11. Provides technical interpretation of IT contract requirements and resolves disagreements between the government and contractors.
12. Aids in negotiations for contract modifications of IT contracts.
13. Coordinates IT contract actions with all responsible parties.
14. Certifies receipt of equipment, supplies and services identified in IT-related contracts.
15. Reports acceptable and unacceptable deliverables based on fulfilling IT contracts.

16. Assists in meeting government contract obligations for IT-related contracts.
17. Requests deobligation of excess contract funds for IT-related contracts.
18. Develops Statements of Work and Requests for Proposal for contractors and contracting agents.
19. Participates in the acquisition process of enterprise-wide level computing resources and associated system and application software.
20. Participates with other offices in the identification and implementation of acquisition initiatives.
21. Directs and oversees IT-related acquisition/contracting.
22. Administers acquisition policy and requirements for IT-related procurements.
23. Serves as contracting focal point and liaison with local procurement activity and the DLA IT-related Contracting Office.
24. Manages the IT-related acquisitions process from requirements definition through acquisition package preparation to Contracting Office submission.
25. Helps develop Requests for Proposals and associated documentation required for IT-related services.
26. Provides IT-related acquisition advice.
27. Acts as site's focal point for the contract post awards.

#### IT CONTRACT MANAGEMENT

1. Manages the acquisition cycle from defining requirements planning, budgeting, negotiating and closeout of the contract.
2. Manages resources to help contain costs and ensure the government obtains quality products and customer service.
3. Manages the COTR function for all IT services.

#### IT ENTERPRISE CONTRACTS

1. Manages enterprise level contracts that support various IT needs.

#### IT METRICS

1. Develops and uses numerical ratings to measure the complexity and reliability of a variety of IT support functions such as source code development and quality, network performance, and security.
2. Develops, tracks, and analyzes various performance metrics site and supported customers.
3. Develops Balanced Scorecard Measures and makes changes in metrics as necessary.
4. Assists in developing formal presentations relative to Key Performance Indicators, metrics, and other operational data.
5. Serves as focal point for receiving and responding to all higher headquarters directives relating to performance measures and measurement systems.
6. Collects and retrieves initiatives data for performance measurement and reporting.
7. Serves as focal point for the site's benchmarking efforts.
8. Maintains and disseminates "lessons learned" from benchmarking.
9. Identifies benchmarking opportunities and measurement criteria.

10. Analyzes various metrics from the help desk system for trends and develops plans to solve problems and deploy the available IT resources.

#### IT POLICY/BUSINESS RULES

1. Sets the organization's rules and regulations to determine the type of internal and external information resources employees can access, the kinds of programs they may install on their own computers as well as their authority for reserving network resources.
2. Develops and coordinates a set of conditions or standards.
3. Ensures initiatives adhere to policies and business rules.
4. Conducts a full range of research studies, special projects, and projects of command interest to determine and assess complex operational and policy issues affecting the site's performance and provides research results for decision making.
5. Recommends operational, policy, systems, and procedural changes, as well as business process improvements, and plans for implementing them.
6. Sets and oversees IT policy and business rules.
7. Gives technical advice and interprets policy and procedures vis-à-vis programs.
8. Coordinates with appropriate organizations to ensure consistent planning and implementation policies.

#### IT PROCUREMENT/PURCHASES

1. Purchases IT assets such as software, hardware and support services.
2. Directs and oversees corporate equipment and software procurement/purchases.
3. Requisitions hardware and software required to support the site and its supported organizations.

#### MANAGEMENT FOR IT FUNCTIONS

1. Supervises leads, handles and controls IT personnel, budget, and other associated management functions.
2. Provides guidance and oversight for business operations.
3. Oversees development of corporate plans, policies, programs, processes, practices, systems, resources and metrics for the J-6 organization.
4. Reviews regional support agreements, security conformance and Inspector General Reviews, as appropriate.

#### SOFTWARE LICENSES

1. Manages and controls software licenses, which are the legal contract between a software application author or publisher and the user of that application.

## J-6 Columbus, J6C (DSCC-YC)

### Overall Mission Statement for J6C (DSCC-YC)

Acts as the principal service provider to the DLA CIO for all matters pertaining to logistics systems, emerging/current IT infrastructure, and Information Assurance. Our vision is to be the preferred provider of ever-evolving corporate IT solutions emphasizing Application, Infrastructure, and Information Assurance services while maintaining quality support for those services and contemporary / legacy systems for which we are uniquely responsible.

### EXECUTIVE DIRECTOR, J6C (DSCC-YC)

#### MISSION:

Directs the execution of all assigned mission and responsibilities.

#### FUNCTIONS:

1. Leads and directs the J6C organization.
2. Provides direct supervision to the J6C Leadership group.
3. Determines the strategic direction of the J6C. Provides comprehensive Information Technology (IT) strategy to facilitate DLA strategic business objectives.
4. Serves as consultant and advisor to the Deputy Executive Director of Enterprise Business Systems (J-64) and Corporate Information Services (J-63) on issues related to Information Technology, specifically those related to Information Assurance, the DLA Technical Infrastructure, the Standard Automated Materiel Management System (SAMMS), Business Systems Modernization (BSM) applications, and other DLA enterprise business systems. Depending upon the IT initiative, the stakeholder may be part of the J-6 family (J-62, J-63, J-64), or another DLA business area (J-1, J-3, J-8). Stakeholders are characterized as BSM Process Owners, Process Leads, Portfolio Managers, Program Managers, or users of our services.
5. Serves as the primary representative of J6C, with overall responsibility for satisfying customer needs. Partners with J-6 in meeting its mission requirements.
6. Manages relationships with J6C stakeholders, customers, and end-users. Sets direction for and oversees the effectiveness of the Relationship Management program through various measures for customer satisfaction.
7. Establishes J6C policy.
8. Guides J6C in providing prompt, seamless business support to the J-6 community.
9. Maintains a level of excellence in J6C offered products and services by maintaining and evolving the core competencies needed to provide DLA with IT technical expertise, support, and guidance.
10. Ensures compliance with current laws and DOD and DLA IT strategy and objectives defined in Joint Vision 2010/2020, the Government Performance and Results Act (GPRA), the Clinger-Cohen Act (CCA), and the DLA Strategic Plan.

11. Ensures the implementation of and enforces applicable DOD and DLA Directives and Instructions affecting the J6C mission.
12. Assigns priority to IT efforts involving multiple mission areas/Divisions.
13. Prioritizes and approves all expenditures of J6C funds.
14. Approves all official correspondence addressed outside the organization.
15. Represents J6C at Host-sponsored and community events (i.e., Federal Executive Association (FEA)).

#### DEPUTY DIRECTOR, J6C (DSCC-YC)

##### MISSION:

Assists in the execution of all J6C mission assignments.

##### FUNCTIONS:

1. Acts as the principal advisor and assistant to the Director for all assigned mission, functions and business matters.
2. Develops and maintains a broad understanding of the business requirements for the various IT services, communicating those requirements to the appropriate Line Manager and assuring customer satisfaction with the service.
3. Ensures the delivery of custom-tailored service packages stakeholders require by working across/through the Line Managers' organizations.
4. Represents J6C to assigned stakeholders. Communicates stakeholder / customer concerns, issues and problems to J6C Leadership and facilitates solutions through implementation.
5. Performs Standard Management Responsibilities in Annex A.

#### DLA COMPUTER EMERGENCY SUPPORT, J6CC (DSCC-YCC)

##### MISSION:

Serves as the principal advisor to DLA on technical aspects of Information Assurance (IA). Performs enterprise level IA functions for the Agency, including incident response and vulnerability management. Supports J-61 in the development of IA policy and the assessment of field activity and outsourced IA programs.

##### FUNCTION:

1. Represents the Agency on or with DOD working groups and task forces created to handle technical IA areas or issues, e.g. Joint Task Force - Computer Network Operations (JTF-CNO).
2. Reviews and comments on draft DOD and STRATCOM/COCOM technical policy and procedural and operational proposals involving IA, and authors associated implementing policies and procedures and/or taskings for the agency.

3. Provides advice, assistance and technical support for introducing new products supporting information assurance and infrastructure protection.
4. Assists in development and / or review and approval of technical requirements in support of acquisitions of IT services.
5. Performs Standard Management Responsibilities in Annex A.

#### ASSESSMENT BRANCH, J6CCA (DSCC-YCCA)

##### MISSION:

Advises DLA J-6 on technical aspects of Information Assurance (IA) operations. Performs enterprise-level IA functions for the Agency, including operation of the DLA Blue Team. Participates with J-6 IA elements in the development of IA policy and the assessment of field activity and outsourced IA programs.

##### FUNCTIONS:

1. Operates the DLA CERT Blue Team, responsible for penetration testing of DLA and outsourced information assets.
2. Plans, schedules and conducts periodic enterprise level reviews and assessments, including IA Performance Reviews (IAPRs) of business area, field activity and outsourced IA operations.
3. On request, reviews technical aspects, especially platform and infrastructure, of Automated Information Systems (AIS) undergoing certification and accreditation, and conducts portions of security testing and evaluation (ST&E), recommending for or against accreditation as appropriate.
4. Investigates technological developments in information assurance and infrastructure protection for potential incorporation into the DLA technical architecture.
5. Performs Standard Management Responsibilities in Annex A.

#### OVERSIGHT BRANCH, J6CCO (DSCC-YCCO)

##### MISSION:

Advises DLA J-6 on technical aspects of Information Assurance (IA) operations. Performs enterprise-level IA functions for the Agency, including operation of the DLA Computer Emergency Response Team (CERT). Participates with J-6 IA elements in the development of IA policy and the assessment of field activity and outsourced IA programs.

##### FUNCTIONS:

1. Develops and/or reviews policies and procedures for protecting information systems and networks, e.g. policies and procedures associated with perimeter defenses, secure operating system configurations, etc.
2. Develops policies and procedures for detecting IA events like probes, scans and intrusions, e.g. policies and procedures associated with intrusion detection systems.
3. Develops policies and procedures regarding response to IA incidents, e.g. policies regarding incident handling.
4. Conducts enterprise level vulnerability management (notification of technical IA vulnerabilities and direction as to response) and the identification, reporting and response to IA incidents. This includes operation of the Information Assurance Vulnerability Alert (IAVA) and Information Operations Condition (INFOCON) processes.
5. Identifies indicators of IA operational performance and tracks business area, field activity and outsourced organizational performance against these indicators.
6. Plans, schedules and/or participates in periodic exercises of incident response capability.
7. Performs Standard Management Responsibilities in Annex A.

#### DLA NETWORK MANAGEMENT OFFICE (NEMO), J6CN (DSCC-YCN)

##### MISSION:

Serves as the principal advisor to DLA on technical aspects of network management. Provides enterprise level network management support functions for the Agency, including administration of routers, firewalls, and intrusion detection systems. Maintains DLA's Domain Name Services (DNS). Monitors DLA's enterprise network performance and makes recommendations to DLA HQ and DISA on bandwidth issues affecting the DLA wide area network environment.

##### FUNCTION:

1. Operates, manages, and administers the DLA NeMO as a 24 x 7 enterprise service.
2. Serves as the Agency central point of contact for network / telecommunications portion of the Business Architecture.
3. Monitors trends and developments from all relevant technology, business, and political perspectives.
4. Collaborates with stakeholders and customers to identify and understand new business requirements that are candidates for innovative network / telecommunications solutions.
5. Advises stakeholders and customers on advanced technology that may provide new or improved IT solutions to existing or emerging business requirements.
6. Advises and works with stakeholders and customers during the definition (mission analysis) phase of the IT investment / portfolio management process in such areas as identifying material network / telecommunications requirements, recommending candidate solutions, developing a Mission Need Statement (MNS), and a Rough Order of Magnitude Business Case Analysis (ROM BCA).
7. Advises and works with stakeholders and customers during the selection phase of the IT investment / portfolio management process to conduct corporate portfolio assessments, especially in such areas as risk, architecture, infrastructure and impact across portfolios.

After implementation, participates in the evaluation phase, assessing program / project impact on mission performance. Recommends changes, modifications, or termination of the program / project as warranted.

8. Performs Standard Management Responsibilities in Annex A.

## NETWORK MANAGEMENT A BRANCH, J6CNA (DSCC-YCNA)

### MISSION:

Provides network operations support for the DLA enterprise and for J6C. Performs such enterprise network management services as administration of routers, firewalls, and intrusion detection systems. Maintains DLA's Domain Name Services (DNS). Monitors DLA's enterprise network performance and makes recommendations to DLA HQ and DISA on bandwidth issues affecting the DLA wide area network environment.

### FUNCTIONS:

1. Operates, manages, and administers the NeMO enterprise service, with responsibility for the A Shift.
2. Monitors access and use of the Enterprise Telecommunications Network (ETN) and support systems, including all associated network management software and support tools.
3. Provides network design support, identification of installation requirements, testing, full implementation ETN circuits, telecommunications support, hardware support and maintenance, software support and maintenance.
4. Provides operational and emergency ETN/NIPRNET support to include monitoring and optimizing network performance to achieve optimum performance; providing performance reports; maintaining addresses on all active ETN/NIPRNET connections; troubleshooting and problem resolution; notifying all parties of planned and unplanned ETN/NIPRNET outages and, in the event of an outage, re-routing network traffic without interruption to service.
5. Oversees management of the DNS capability for DLA in accordance with requirements prescribed by the DISA Network Information Center (NIC).
6. Administers enterprise level firewalls, routers and intrusion detection systems in accordance with the applicable policies and procedures for protecting information systems and networks and for detecting IA events like probes, scans and intrusions. Participates in the response to and resolution of IA incidents in accordance with policy on intrusions.
7. Monitors network activity, isolating areas consuming significant amount of resources. Determines the cause and identifies where within the environment optimization efforts should be concentrated.
8. Analyzes performance measures for the DLA IT technical infrastructure and related support services and makes recommendations for improved cost and operational performance of systems support software and telecommunications components.
9. Identifies and coordinates performance levels and utilization thresholds; explains variances from expected values in capacity management information, or trends which could be indicators of potential problems.

10. Performs analysis, evaluation, fault isolation and resolution, consultation, and correction of problems reported through the DLA Call Center for LAN/WAN interfaces.
11. Provides advice, assistance and support for telecommunications and network design and control issues affecting the DLA IT infrastructure.
12. Ensures maintenance and upgrade of telecommunications components to sustain optimal performance.
13. Conducts research and investigation into technological developments supporting secure network management.
14. Provides advice, assistance and technical support for introducing new infrastructure components supporting network management services.
15. Assists in development and /or reviews and approves technical requirements in support of acquisitions.
16. Serves as customer liaison for the entire problem reporting / resolution process for the ETN.
17. Performs Standard Management Responsibilities in Annex A.

#### NETWORK MANAGEMENT B BRANCH, J6CNB (DSCC-YCNB)

##### MISSION:

Provides network operations support for the DLA enterprise and for J6C. Performs such enterprise network management services as administration of routers, firewalls, and intrusion detection systems. Monitors DLA's enterprise network performance and makes recommendations to DLA HQ and DISA on bandwidth issues affecting the DLA wide area network environment.

##### FUNCTION:

1. Operates, manages, and administers the NeMO enterprise service, with responsibility for the B and C Shifts.
2. Monitors access and use of the Enterprise Telecommunications Network (ETN) and support systems, including all associated network management software and support tools.
3. Provides operational and emergency ETN/NIPRNET support to include monitoring and optimizing network performance to achieve optimum performance; providing performance reports; maintaining addresses on all active ETN/NIPRNET connections; troubleshooting and problem resolution; notifying all parties of planned and unplanned ETN/NIPRNET outages and, in the event of an outage, re-routing network traffic without interruption to service.
4. Administers enterprise level firewalls, routers and intrusion detection systems in accordance with the applicable policies and procedures for protecting information systems and networks and for detecting IA events like probes, scans and intrusions. Participates in the response to and resolution of IA incidents in accordance with policy on intrusions.
5. Monitors network activity, isolating areas consuming significant amount of resources. Determines the cause and identifies where within the environment optimization efforts should be concentrated.

6. Identifies and coordinates performance levels and utilization thresholds; explains variances from expected values in capacity management information, or trends which could be indicators of potential problems.
7. Performs analysis, evaluation, fault isolation and resolution, consultation, and correction of problems reported through the DLA Call Center for LAN/WAN interfaces.
8. Provides advice, assistance and support for telecommunications and network design and control issues affecting the DLA IT infrastructure.
9. Ensures maintenance and upgrade of telecommunications components to sustain optimal performance.
10. Conducts research and investigation into technological developments supporting secure network management
11. Provides advice, assistance and technical support for introducing new infrastructure components supporting network management services.
12. Assists in development and/or reviews and approves technical requirements in support of acquisitions.
13. Serves as customer liaison for the entire problem reporting / resolution process for the ETN.
14. Performs Standard Management Responsibilities in Annex A.

#### BSM SOLUTIONS DIVISION, J6CB (DSCC-YCB)

##### MISSION:

Acts as the principal advisor for managing, controlling, tracking, and reporting on all Business Systems development and integration projects from receipt of the requirement throughout the product's lifecycle. Serves as the J6C expert for core business functionality. Resources project work through coordination with other J6C organizations and / or contractors, as needed.

Provides Information Technology (IT) solutions for Business Systems Modernization automated information systems (AIS) in support of the Defense Logistics Agency (DLA). This mission requires: (1) guiding the introduction of new COTS-based applications into DLA and J6C; (2) performing requirements analysis, and integration of business systems software in support of DLA's business needs; (3) participating in evaluation, integration, and testing of IT solution sets; (4) ensuring the business goals of the DLA Strategic Plan are considered in the decision-making process as applicable; and (5) performing continuous evaluation of J6C systems management lifecycle processes to ensure compliance with the objectives and goals of the applicable Capability Maturity Model.

##### FUNCTIONS:

1. Serves as the Subject Matter Expert and Project Manager for all modern / emerging Business Systems software development and integration projects.
2. Provides management liaison with customers.
3. Assists customers to ensure functional design is in accordance with Agency strategies.
4. Conducts research and investigation into technological developments including COTS software with the potential for supporting new / existing business requirements for possible use by DLA.

5. Provides advice, assistance and technical support for evaluating the introduction of COTS software and components into DLA's production business systems.
6. Assists in development and / or reviews and approves technical requirements in support of acquisitions.
7. Provides cost-effective, efficient, customer-focused IT solutions designed to move AISs maintained by J6C into a virtual enterprise.
8. Provides IT services and support for DLA-owned business systems to include application design, data administration, development, integration and implementation in support of the DOD, DLA, DFAS, Military Services, and Civilian Agencies.
9. Manages and executes IT business systems projects.
10. Assists DLA in the process of requirements and business systems analysis to define customers' needs and desired improvements for systems being maintained or developed.
11. Manages and coordinates systems development lifecycle activities to design, develop, integrate, test, document, and release products that implement the functionality desired by the customer.
12. Develops and maintains a broad understanding of the business requirements for the various IT services, communicating those requirements to the appropriate Branch Manager and assuring customer satisfaction with the service.
13. Translates business requirements into IT terms for benefit of the J6C Branch Managers. Translates IT terms into business or layperson language for benefit of the stakeholder community.
14. Monitors trends and developments from all relevant technology, business, and political perspectives. Shares that information with stakeholders and the J6C Leadership group.
15. Ensures the delivery of custom-tailored service packages stakeholders require by working across / through the Branch Managers' organizations.
16. Collaborates with stakeholders and customers to identify and understand new business requirements that are candidates for innovative IT solutions.
17. Advises stakeholders and customers on advanced technology that may provide new or improved IT solutions to existing or emerging business requirements.
18. Advises and works with stakeholders and customers during the definition (mission analysis) phase of the IT investment / portfolio management process in such areas as identifying material IT requirements, recommending candidate solutions, developing a Mission Need Statement (MNS), and a Rough Order of Magnitude Business Case Analysis (ROM BCA).
19. Advises and works with stakeholders and customers during the selection phase of the IT investment / portfolio management process to conduct corporate portfolio assessments, especially in such areas as risk, architecture, infrastructure and impact across portfolios. After implementation, participates in the evaluation phase, assessing program / project impact on mission performance. Recommend changes, modifications, or termination of the program / project as warranted.
20. Represents J6C to assigned stakeholders. Communicates stakeholder / customer concerns, issues and problems to J6C Leadership and facilitates solutions through implementation.
21. Performs Standard Management Responsibilities in Annex A.
22. Performs Standard Project Management Responsibilities in Annex B for software development projects, including COTS Based Systems Development.

## BUSINESS REQUIREMENTS BRANCH, J6CBR (DSCC-YCBR)

### MISSION:

Establishes and administers functional integration development and direction on requirements management, design methodology and standards to facilitate effective and efficient support to J6C customers. Manages the operations and business functions for requirements integration and oversees resourcing of the work. Administers the J6C data administration program including the oversight and implementation of policies associated with defining, coordinating, protecting and managing business systems data. Manages requirements integration resources to satisfy customer requirements while continuously improving the requirements definition process to deliver quality products on time and within budget.

### FUNCTIONS:

1. Manages the requirements integration resources. Analyses and defines system requirements.
2. Identifies and documents product integration interfaces with other applications, COTS based components and business systems.
3. Assures that software products and plans remain consistent within the requirements baseline.
4. Notifies the HQ DLA sponsor of the requirement for customers to participate in functional tests.
5. Oversees the testing of business systems software.
6. Oversees the J6C Data Administration Program, including development of data models and data architectures, and population and maintenance of data and metadata within the corporate data repository.
7. Manages business systems functional data ensuring consistency, reliability, reusability, share-ability and interoperability.
8. Ensures the implementation of the requirements meetING the customers' needs.
9. Ensures customer security and privacy requirements are addressed in the requirements specification and design.
10. Develops software requirements specifications and interface requirement specifications and conducts acceptance reviews with J6C customers.
11. Develops the test plan for assigned tests. Prepares test cases, procedures, and data. Analyzes and records test results in a software test report.
12. Designs the user interface.
13. Develops the requirements for a standard test environment and assists in the development and verification of the test databases.
14. Develops and maintains requirements documentation and user manuals. Assists during the deployment and transition of the system to the operational site(s).
15. Assists J6C customers at the operational and end-user levels to analyze and resolve system problems.
16. Develops training plans and packages and provides J6C customers with system training for supported systems.
17. Participates in Independent Validation and Verification (IV&V) functions and audits to ensure requirements accuracy and trace-ability.
18. Supports workflow management system processes, providing user assistance as needed.
19. Participates in system certification and accreditation processes.

20. Conducts research and investigation into technological developments in such areas as requirements engineering / management, data administration and software design for potential incorporation into the DLA technical architecture.
21. Provides advice, assistance and technical support for introducing software development methodologies and tools into DLA.
22. Assists in development and / or reviews and approves technical requirements in support of acquisitions.
23. Performs Standard Management Responsibilities in Annex A.

## APPLICATIONS ADMINISTRATION BRANCH, J6CBA (DSCC-YCBA)

### MISSION:

Administers enterprise level application software including application suites such as Basis / R3, Manugistics, Harvest, Remedy, Mercury Topaz and access software. Provides planning, management and operational support services for enterprise systems to ensure secure and continuous operation of applications environments for DLA. Provides advice, assistance and system programming support for technical issues relating to bridging software components used for the functional or operational enhancement of business applications. Provides support services including installation and technical support of various software suites for production and non-production servers.

### FUNCTIONS:

1. Provides administration support to include application administration, applications monitoring, data transport management and other related services for DLA sponsored initiatives.
2. Ensures all maintenance and upgrade functions are performed on each supported software suite on a regular basis for optimal performance.
3. Manages and monitors at a minimum system logs, data inputs, data validity, database and file systems growth patterns and trends.
4. Ensures that administered software is covered under appropriate maintenance contracts or is removed from contract when no longer needed.
5. Establishes procedures for release control, product usage, problem notification, performance measurement, restart/recovery, and backup of the software tools.
6. Establishes and maintains access controls to applications and their components in support of the overall DLA security environment.
7. Provides technical support of systems support / middleware commercial off-the-shelf (COTS) software components with services including implementation planning, configuration, integrating testing, product feature / limitation education and diagnostic support through the appropriate vendor.
8. Provides test support to include supporting integration testing, analyzing test results and assisting in acceptance testing of software components.
9. Provides operational and technical support for DLA design and development activities, programs and projects, and customers.

10. Conducts research and investigation into technological developments in such areas represented by support applications, for example application security, application monitoring, COTS-bolt-ons recommended for BSM, and other related data management software tool suites.
11. Provides advice, assistance and technical support for introducing new software tools, data management systems and software systems for installing, monitoring and maintaining executive software suites and utilities.
12. Assists in development and / or reviews and approves technical requirements in support of acquisitions.
13. Performs Standard Management Responsibilities in Annex A.

#### BSM ENGINEERING BRANCH, J6CBE (DSCC-YCBE)

##### MISSION:

Acts as the principal advisor for business systems integration issues. Serves as the J6C corporate architect for the integration of business applications and COTS products, performing design, development and maintenance for those applications. Manages changes resulting from the introduction of new products into the J6C software inventory. Provides maintenance for contractor-developed products. Manages the operations and the business functions for integration and the utilization of required resources.

##### FUNCTIONS:

1. Serves as principal advisor and central point of contact for business systems technical integration support.
2. Ensures that business systems technical integration directives and instructions are in compliance with applicable standards.
3. Manages business systems technical integration resource utilization.
4. Participates in joint technical and management reviews.
5. Performs software design and programming in support of system integration activities.
6. Performs unit integration and testing, analyzing test results and preparing test reports. Supports all phases of testing, including development of test plans, as necessary.
7. Prepares support manuals and user manuals and submits for publication.
8. Prepares for software transition to the customer and transitions software to the designated support site and its production environment.
9. Participates in configuration management, software product evaluation, and software quality assurance.
10. Participates in analysis and resolution of system / software problems and deficiencies related to operational business systems.
11. Participates in development and maintenance of the test data base.
12. Prepares, specifies or contributes to technical studies required for project planning.
13. Develops and conducts business systems technical training as appropriate.
14. Participates in field activity site surveys.

15. Provides resident technical support for proprietary and J6C developed software at user locations.
16. Conducts research and investigation into technological developments in the business systems integration arena, including integration methodologies and tools.
17. Provides advice, assistance and technical support for introducing new integration methodologies and tools
18. Assists in development and / or reviews and approves technical requirements in support of acquisitions.
19. Performs Standard Management Responsibilities in Annex A.

## IT SOLUTION (Non-BSM) DIVISION, J6CS (DSCC-YCS)

### MISSION:

Acts as the principal advisor for managing, controlling, tracking, and reporting on all contemporary / legacy Business Systems development and integration projects from receipt of the requirement throughout the product's lifecycle. Serves as the J6C expert for core / legacy business functionality. Resources project work through coordination with other J6C organizations and / or contractors, as needed. This mission requires: (1) performing requirements analysis, and integration of business systems software in support of DLA's business needs; (2) participating in evaluation, integration, and testing of IT solution sets; (3) coordinating among J6 organizations and IT service providers to plan for and exercise mainframe disaster recovery capabilities; and (4) performing continuous evaluation of J6C systems management lifecycle processes to ensure compliance with the objectives and goals of the applicable Capability Maturity Model.

### FUNCTIONS:

1. Serves as the Subject Matter Expert and Project Manager for all contemporary / legacy business systems software development and integration projects.
2. Provides IT services and support for DLA-owned business systems to include application design, data administration, development, integration and implementation in support of the DOD, DLA, DFAS, Military Services, and Civilian Agencies.
3. Manages and executes IT business systems projects.
4. Assists DLA in the process of requirements and business systems analysis to define customers' needs and desired improvements for systems being maintained or developed.
5. Manages and coordinates systems development lifecycle activities to design, develop, integrate, test, document, and release products that implement the functionality desired by the customer.
6. Participates in system certification and accreditation activities.
7. Coordinates among J6 organizations and IT service providers to plan for and exercise mainframe disaster recovery capabilities.
8. Develops and maintains a broad understanding of the business requirements for the various IT services, communicating those requirements to the appropriate Branch Manager and assuring customer satisfaction with the service.

9. Ensures the delivery of custom-tailored service packages stakeholders require by working across / through the Branch Managers' organizations.
10. Represents J6C to assigned stakeholders. Communicates stakeholder / customer concerns, issues and problems to J6C Leadership and facilitates solutions through implementation.
11. Performs Standard Management Responsibilities in Annex A.
12. Performs Standard Project Management Responsibilities in Annex B for software development projects, including COTS Based Systems Development.

## SUSTAINMENT (NON-BSM) BRANCH, J6CSS (DSCC-YCSS)

### MISSION:

Acts as the principal advisor for contemporary / legacy business systems integration issues. Serves as the J6C corporate expert for the integration of AIS requirements, performing design, development and maintenance for those applications. Provides maintenance for contemporary / legacy products. Manages the operations and the business functions for integration and the utilization of required resources.

### FUNCTIONS:

1. Serves as principal advisor and central point of contact for business systems technical integration support.
2. Ensures that business systems technical integration directives and instructions are in compliance with applicable standards.
3. Manages business systems technical integration resource utilization.
4. Participates in joint technical and management reviews.
5. Performs software design and programming in support of system integration activities.
6. Performs unit integration and testing, analyzing test results and preparing test reports. Supports all phases of testing, including development of test plans, as necessary.
7. Prepares support manuals and user manuals and submits for publication.
8. Prepares for software transition to the customer and transitions software to the designated support site and its production environment.
9. Participates in configuration management, software product evaluation, and software quality assurance.
10. Participates in analysis and resolution of system / software problems and deficiencies related to operational business systems.
11. Participates in development and maintenance of the test data base.
12. Participates in field activity site surveys.
13. Provides resident technical support for proprietary and J6C developed software at user locations.
14. Assists in development and / or reviews and approves technical requirements in support of acquisitions.
15. Performs Standard Management Responsibilities in Annex A.
16. Performs Standard Project Management Responsibilities in Annex B. Project teams often include members from other J6C areas, from DLA HQ and from field sites.

## INNOVATION BRANCH, J6CSI (DSCC-YCSI)

### MISSION:

Acts as the principal advisor for contemporary / legacy business systems integration issues. Serves as the J6C corporate expert for the integration of AIS requirements, performing design, development and maintenance for those applications. Provides maintenance for contemporary/legacy products. Manages the operations and the business functions for integration and the utilization of required resources.

### FUNCTIONS:

1. Tracks all system development initiatives, to include all imported and exported systems, at DSCC, CSOC / J-1, DMC, and J6C. Accomplishes DSCC Command, DLA / DOD Sponsored projects or other DSCC systems development efforts, studies, or reviews.
2. Ensures that system information on the use and testing of all newly deployed systems and enhancements to existing operational systems is disseminated to the appropriate DSCC and / or CSOC organizations.
3. Provides Automated Information Systems (AIS) programming / development support for all local DSCC and / or CSOC developed applications (i.e., such as the DSCC Interactive CZB Program). Determines programming / development organization (i.e., DMC, J6C, and contractor) for all other AIS development initiatives.
4. Plans, develops, and maintains the DSCC Internet Bid Board (DIBBS) function for DSCC. Serves as Center focal point for planning (including but not limited to reviewing all DLA correspondence) for electronic contracting initiatives, such as automated contract evaluation and award (Procurement Automated Contract Evaluation (PACE), and standing quotes. Determines, develops, manages, and implements Center policy on electronic contracting initiatives. Ensures proper coordination within DSCC organizations, other DLA activities, and DOD on all aspects of electronic contracting initiatives.
5. Maintains and controls a central library and collection point for Center repository files regarding the electronic contracting initiatives.
6. Serves as the single focal point to the DMC and J6C for issues relating to all operational systems for DSCC and CSOC.
7. Interfaces with the operational elements of DSCC to ensure proper functionality and performance of EC / EDI AISs.
8. Ensures that functional information on all newly deployed EC / EDI systems and enhancements to existing EC / EDI operational systems are disseminated to the appropriate DSCC organizations.
9. Bears responsibility for EC / EDI systems related special projects and systems related project management needs. Ensures proper coordination and staffing with all other Division, Directorate, and Center organizations on systems related requirements.
10. Interfaces with the operational elements of CSOC / J-1 to ensure proper functionality and performance of Human Resources (HR) AISs.
11. Ensures that functional information on all newly deployed HR systems and enhancements to existing HR operational systems are disseminated to the appropriate CSOC, J-1 and / or DLA organizations.

12. Bears responsibility for HR systems related special projects and systems related project management needs. Ensures proper coordination and staffing with all other Division, Directorate, and CSOC organizations on systems related requirements.
13. Performs Standard Management Responsibilities in Annex A.
14. Performs Standard Project Management Responsibilities in Annex B for software development projects, including COTS Based Systems Development.

## LEGACY PRODUCTION CONTROL BRANCH, J6CSP (DSCC-YCSP)

### MISSION:

Acts as the principal advisor for contemporary / legacy business systems integration issues providing Automated Information System (AIS) / Application Administration, Scheduling, Recovery, Database Administration, and Security support services to DLA in the production and development environments at the DECC. Maintains the DLA Standard Automated Materiel Management System (SAMMS) and the Defense Integrated Subsistence Management System (DISMS) applications functionality until full operational capability of the Business Systems Modernization (BSM) is reached.

### FUNCTIONS:

1. Tracks all system development initiatives, to include all imported and exported systems, at DSCC, DMC, and J6C.
2. Performs scheduling.
3. Performs legacy system recovery. Performs restarts while other DECC and J6C staff perform database recoveries.
4. Provides for mainframe security, administering user, DECC Columbus, and J6C access through RACF on a 24x7 basis.
5. Performs database administration for the DLA Pre-Award Contracting System (DPACS) application, dealing with special SAMMS requirements such as application releases, log files, database views, schema objects, table spaces, indexes, trace files, and dynamic performance tables. Applies and enforces integrity constraints. Performs backup and recovery of the Oracle databases. Maintains the DISMS Supra database and related CICS regions. Supports special DISMS requirements such as file expansions, file purges and reorganizations, multi-volume datasets, etc. Performs full pack or partial restores for DISMS.
6. Provides legacy AIS release management, implementing releases by updating tables, making appropriate library updates, and running any special one-time jobs. Coordinates with DECC to implement communications, batch, utility changes and on the release schedule.
7. Performs software changes: Assists with problem resolution or special requests such as writing code to pull special data such as Freedom of Information and audit data. Works with utilities used across all applications to include Standard Augmented Mass Storage Access Method (SAMSAM), Selective Copy (SELCOP), DISPOSE, SHARECOM, PCR, SAMMSTEL, and MOVEOVER. Ensures all applicable application and telecommunication changes are installed according to customer's requirements and timelines.

8. Provides legacy application support including 24 hour call-back availability to provide Tier 3 problem resolution. Consults on abends, scheduling, recovery procedures, and any issues related to day-to-day operations of the applications. Oversees schedules for DISMS and each of the SAMMS six (6) copies to ensure special weekly, monthly, quarterly, and yearly schedules are run completely and correctly. Updates and closes Lost Time Incident Reports (LTIRs) for future reference for problem resolution and entry into Knowledge Management software.
9. Provides customer reporting services. Collects metrics to determine the impact of the number of transactions on batch schedule and runtimes. Provides statistics on types of transactions processed and system runtime statistics. Provides listings for DASD maintenance and file cleanup to lower cost and streamline system processing. Researches runtime delays and effects solutions to ensure ESSD support commitments are met.
10. Monitors system performance and recommends fixes to automate processes to improve SAMMS' and DISMS' efficiency. Performs such system improvements as migrating tapes to virtual tape, upgrading DISMS SAMMS DASD to 3390s, implementing FAT tape technology for dumping purposes and upgrading and moving to a new processor. Coordinates with the customer on changes required, the timeline, and scheduling for the best fit for the application.
11. Supports Continuity of Operations (COOP) testing and Disaster Recovery planning and exercises, coordinating detailed requirements with the customer, J6C, DAASC, and the COOP site. Makes all application specific changes needed during the COOP exercise, including identifying all input needed for the application, making JCL changes at the COOP site in order to keep COOP data separate from Production data, altering the batch schedule, answering buffers, changing initiators, fixing abends (recovery), and directing output to the right location for the right Customer.
12. Provides support for application-specific products. Performs application-specific MQSeries administration support. Develops scripts to automate the ftp of files (such as the Freedom of Information Act files) to other systems and locations. Develops specialized CLISTs panel for payments from the SAMMS and DISMS replacement system, BSM, utilizing the DECC Columbus connection to the Federal Reserve. Develops Accounting Pre-Validation Modules for BSM and interfaces for DDARS data with BSM in accordance with DLA and DFAS requirements.
13. Performs Standard Management Responsibilities in Annex A.

## IT INFRASTRUCTURE DIVISION, J6CI (DSCC-YCI)

### MISSION:

Advises DLA J6 in matters relating to the definition of requirements for and maintenance of the DLA IT architecture and technical infrastructure. Provides planning, management and operations support services for enterprises systems to ensure secure and continuous operations of applications and system environments for DLA. Acts as the principal advisor to the Chief Information Officer and to the DLA Mission Areas on capacity management issues. Supports architectural planning in areas such as Operating Systems, Networks, Database Administration and COTS introduction / integration into the DLA IT environment. Provides testing support and

configuration and release management for business systems. Provides project management support for enterprise architecture and infrastructure projects. Services include (1) collecting environmental data for operational metrics; (2) providing system and application administration services; (3) providing configuration and release management services; and (4) performing continuous evaluation of the enterprise operations processes to ensure compliance with the objectives and goals of the applicable Capability Maturity Model.

#### **FUNCTIONS:**

1. Provides operational and technical oversight for DLA design and integration activities, programs and projects and customers. Supports the operational environment for the integration and systems support communities.
2. Provides project management services in support of Enterprise infrastructure initiatives and projects.
3. Maintains or facilitates maintenance of the technical infrastructure, including various specialized software components used for such functions as data base management, support tools, messaging middleware, and electronic commerce.
4. Develops and maintains a broad understanding of the business requirements for the various IT services, communicating those requirements to the appropriate Branch Manager and assuring customer satisfaction with the service.
5. Translates business requirements into IT terms for benefit of the J6C Branch Managers. Translates IT terms into business or layperson language for benefit of the stakeholder community.
6. Monitors trends and developments from all relevant technology, business, and political perspectives. Shares that information with stakeholders and the J6C Leadership group.
7. Ensures the delivery of custom-tailored service packages that stakeholders require by working across / through the Branch Managers' organizations.
8. Collaborates with stakeholders and customers to identify and understand new business requirements that are candidates for innovative IT solutions.
9. Advises stakeholders and customers on advanced technology that may provide new or improved IT solutions to existing or emerging business requirements.
10. Advises and works with stakeholders and customers during the definition (mission analysis) phase of the IT investment / portfolio management process in such areas as identifying material IT requirements, recommending candidate solutions, developing a Mission Need Statement (MNS), and a Rough Order of Magnitude Business Case Analysis (ROM BCA).
11. Advises and works with stakeholders and customers during the selection phase of the IT investment / portfolio management process to conduct corporate portfolio assessments, especially in such areas as risk, architecture, infrastructure and impact across portfolios. After implementation, participates in the evaluation phase, assessing program / project impact on mission performance. Recommend changes, modifications, or termination of the program / project as warranted.
12. Represents J6C to assigned stakeholders. Communicates stakeholder / customer concerns, issues and problems to J6C Leadership and facilitates solutions through implementation.
13. Performs Standard Management Responsibilities in Annex A.
14. Performs Standard Project Management Responsibilities in Annex B for technology and technical integration projects. Project teams often include members from other J6C areas, from DLA HQ and from field sites.

## ENVIRONMENTAL SOFTWARE BRANCH, J6CIE (DSCC-YCIE)

### MISSION:

Provides advice, assistance and system programming support for technical issues relating to bridging software components used for the functional or operational enhancement of business applications and/or system platforms. Support is provided in such areas as Operating Systems and Network utilities, various middleware and messaging software, database management systems and application interfaces, language and compiler support and general systems management. The supported components are designed to execute on mid-range to large-scale (mainframe) computing platforms. Ensures that highly varied components with different operating systems, languages, utilities and protocols that are provided by different vendors, operate as an integrated technical infrastructure.

### FUNCTIONS:

1. Provides technical support of systems support / middleware commercial off-the-shelf (COTS) software components with services including implementation planning, configuration, integration testing, product feature/limitation education, and diagnostic support through the appropriate vendor.
2. Provides advice, assistance and technical support for introducing new Operating Systems and Network utilities, middleware and messaging software, and database management systems. Recommends software interfaces and extensions to operating systems.
3. Supports Agency system conversion processes driven by new or changing hardware / software standards.
4. Provides database administration consulting to DLA, the Defense Finance & Accounting Service (DFAS) and the Defense Enterprise Computing Centers (DECCs), including evaluation, selection and implementation of database management systems.
5. Provides database standards, methodologies and documentation for DLA, DFAS and DISA.
6. Provides analysis, training, consultation and diagnostic services within subject areas to Automated Information System (AIS) development and operating personnel.
7. Acts as the EC / EDI information and implementation clearing-house. Provides support to users in instituting EC / EDI and maintaining operational capabilities after implementation. This includes support for such COTS middleware packages as Mercator.
8. Maintains and supports both GOTS and COTS messaging systems such as Message Accountability and Delivery System (MADS) and MQSeries.
9. Maintains existing inventory of standard DLA system software programs as Government off-the-shelf (GOTS) software until such time that commercial replacements are available or that the requirement is removed. These include such items as Operating Systems (OS) utilities, exits and the like.
10. Maintains and supports standardized languages and compilers.
11. Maintains and supports such network related utilities as terminal emulators.
12. Serves as liaison to the systems services provider (e.g. DISA mainframe computing centers) for software configuration management issues.

13. Investigates technological developments in such areas as Operating Systems and Network utilities, middleware and messaging software, and database management systems for potential incorporation into the DLA technical architecture.
14. Assists in development and / or reviews and approves technical requirements in support of acquisitions.
15. Performs Standard Management Responsibilities in Annex A.

## WIN SYSTEMS ADMINISTRATION BRANCH, J6CIW (DSCC-YCIW)

### MISSION:

Administers enterprise level application software including application suites such as Microsoft Windows software. Provides support services including installation and technical support of various software suites for production and non-production servers. Administers enterprise level platforms including resident operating systems and database management systems (DBMS). Provides support services including installation and technical support of hardware and software for production and non-production servers. Provides networked servers and services to the site DLA organizations. Provides integrated networking and servers to support a robust IT infrastructure. Provides the necessary speed, reliability, backup / recovery / COOP, capacity, performance and protection to support the Business requirements. Provides operational support to all infrastructure in the IT environment.

### FUNCTIONS:

1. Maintains operations of the J6C managed Windows environment, i.e., the BSM Development Center, the Disaster Recovery Center and J6C server complex (Buildings 11, 20, 23, including the Integrated Lab Facility).
2. Analyzes functional managers' request for local Windows IT support and develops detailed system specifications. Provides assistance regarding staging of corporate data on hardware platforms used at Columbus. Evaluates system design alternatives and selects best approach. Administers the implementation of new and / or modified applications, coordinated user IT schedules, training/procedure material, and resource requirements.
3. Operates and maintains special facilities supporting the J6C, including the Integrated Laboratory Facility (ILF) to support research and experimentation with emerging technologies and to ensure their integration with existing DLA environments before use / fielding and various training and testing laboratories.
4. Determines the source and cause of application software deficiencies within the networked server environment and initiates appropriate action (s) for problem resolution, including communication with the CDA, contractors, vendors, and HQ DLA.
5. Monitors the performance of installed Automated Information Systems (AISs) and initiates appropriate action to optimize and correct systems shortfalls.
6. Establishes procedures and internal controls to evaluate operational effectiveness of equipment and takes appropriate action to correct unsatisfactory performance.
7. Plans, develops, and implements system scheduling standards for use between networked servers, applications and IWS's.

8. Provides environmental administration support to include systems administration, applied data base administration, and other related services for DLA sponsored initiatives.
9. Ensures all maintenance and upgrade functions are performed on each supported platform / product on a regular basis for optimal performance.
10. Manages and maintains appropriate storage media. Provides for appropriate storage, back up and recovery of all operating system software, software libraries and files in accordance with disaster recovery and continuity of operations plans.
11. Ensures that administered hardware and software is covered under appropriate maintenance contracts or is removed from contract when no longer needed.
12. Ensures all maintenance and upgrade functions are performed on each supported software suite on a regular basis for optimal performance.
13. Manages and monitors at a minimum system logs, data inputs, data validity, database and file systems growth patterns and trends.
14. Provides test support to include supporting integration testing, analyzing test results and assisting in acceptance testing of software components.
15. Provides operational and technical support for DLA design and development activities, programs and projects, and customers.
16. Provides advice, assistance and technical support for introducing new software tools for installing, monitoring and maintaining executive software suites and utilities.
17. Conducts research and investigation into technological developments in such areas as operating systems, and software systems for installing, monitoring and maintaining operating systems and executive software.
18. Provides advice, assistance and technical support for introducing new infrastructure components, including operating systems and software systems for installing, monitoring and maintaining executive software.
19. Assists in development and/or reviews and approves technical requirements in support of acquisitions.
20. Performs Standard Management Responsibilities in Annex A.
21. Performs standard project management responsibilities in Annex B. Project teams often include members from other J6C areas, from DLA HQ and from Field Sites.

## UNIX SYSTEMS ADMINISTRATION BRANCH, J6CIU (DSCC-YCIU)

### MISSION:

Administers enterprise level application software including application suites such as Basis / R3, Manugistics, Harvest, Remedy, Mercury Topaz and access software. Provides support services including installation and technical support of various software suites for production and non-production servers. Administers enterprise level platforms including resident operating systems and database management systems (DBMS). Provides support services including installation and technical support of hardware and software for production and non-production servers. Provides networked servers and services to the site DLA organizations. Provides integrated networking and servers to support a robust IT infrastructure. Provides the necessary speed, reliability, backup / recovery / COOP, capacity, performance and protection to support the Business requirements. Provides operational support to all infrastructure in the IT environment.

## **FUNCTIONS:**

1. Maintains operations of the J6C managed Unix environment, i.e., the BSM Development Center, the Disaster Recovery Center and J6C server complex (Buildings 11, 20, 23, including the Integrated Lab Facility).
2. Analyzes functional managers' request for local IT support and develops detailed system specifications. Provides assistance regarding staging of corporate data on hardware platforms used at Columbus. Evaluates system design alternatives and selects best approach. Administers the implementation of new and / or modified applications, coordinated user IT schedules, training / procedure material, and resource requirements.
3. Determines the source and cause of application software deficiencies within the networked server environment and initiates appropriate action (s) for problem resolution, including communication with J6C technical experts, contractors, vendors, and HQ DLA.
4. Monitors the performance of installed Automated Information Systems (AISs) and initiates appropriate action to optimize and correct systems shortfalls.
5. Establishes procedures and internal controls to evaluate operational effectiveness of equipment and takes appropriate action to correct unsatisfactory performance.
6. Plans, develops, and implements system scheduling standards for use between networked servers, applications and IWS's.
7. Provides Unix environmental administration support to include systems administration, applied data base administration, and other related services for DLA sponsored initiatives.
8. Ensures all Unix maintenance and upgrade functions are performed on each supported platform / product on a regular basis for optimal performance.
9. Manages and maintains appropriate storage media. Provides for appropriate storage, back up and recovery of all operating system software, software libraries and files in accordance with disaster recovery and continuity of operations plans.
10. Ensures that administered hardware and software is covered under appropriate maintenance contracts or is removed from contract when no longer needed.
11. Ensures all maintenance and upgrade functions are performed on each supported software suite on a regular basis for optimal performance.
12. Manages and monitors at a minimum system logs, data inputs, data validity, database and file systems growth patterns and trends.
13. Ensures that administered software is covered under appropriate maintenance contracts or is removed from contract when no longer needed.
14. Provides test support to include supporting integration testing, analyzing test results and assisting in acceptance testing of software components.
15. Provides operational and technical support for DLA design and development activities, programs and projects, and customers.
16. Provides advice, assistance and technical support for introducing new software tools for installing, monitoring and maintaining executive software suites and utilities.
17. Conducts research and investigation into technological developments in such areas as operating systems, and software systems for installing, monitoring and maintaining operating systems and executive software.
18. Provides advice, assistance and technical support for introducing new infrastructure components, including operating systems and software systems for installing, monitoring and maintaining executive software

19. Assists in development and / or reviews and approves technical requirements in support of acquisitions.
20. Performs Standard Management Responsibilities in Annex A.
21. Performs standard project management responsibilities in Annex B. Project teams often include members from other J6C areas, from DLA HQ and from Field Sites.

## INFRASTRUCTURE PLANNING BRANCH, J6CIP (DSCC-YCIP)

### MISSION:

Advises DLA J6 in matters relating to the definition of requirements for and maintenance of the DLA IT architecture and technical infrastructure. Acts as the principal advisor to the Chief Information Officer and to the DLA Mission Areas on capacity management issues. Supports architectural planning in areas such as Operating Systems, Networks, Database Administration and COTS introduction / integration into the DLA IT environment. Provides configuration and release management, backup and recovery, job scheduling, testing support and operational metrics collection.

### FUNCTIONS:

1. Executes the DLA Capacity Management Program.
2. Provides data collection and reporting services in order to ensure overall visibility of system and workload utilization, performance, availability and reliability.
3. Provides capacity planning services in order to predict the impact of new or modified Automated Information Systems and workload growth as well as proposed hardware and software implementations and upgrades. Performs capacity analyses and projections for acquisitions
4. Provides performance management services in order to insure that applications and systems meet their service level requirements for responsiveness and throughput. Serves as the focal point of technical expertise within DLA for resolution of performance problems that cannot be solved locally. Serves as participant for a DLA Performance Analysis Team (PAT).
5. Provides consultant services to DLA entities as well as the interface to other DOD organizations for capacity management information exchange. Provides seamless integration of capacity management products
6. Conducts research and investigation into technological developments including evolving enterprise architectures and emerging IT standards and guidelines for potential use in the DLA technical architecture.
7. Tracks current architectures and standards promulgated by commercial and government organizations, and recommends pace and modes of adherence by the organization. Participates in evaluations of draft standards documents.
8. Tracks technological developments including emerging architectures and standards for potential incorporation into DLA methods, products and services, and those of its customers. Researches new information technologies, to include IT related management disciplines. Tracks developments in hardware, software, development, security, operations, support, and related technology areas. Recommends, plans, and implements in-depth investigations of specific technologies and methodologies where appropriate.

9. Plans and conducts demonstrations and prototypes of new technologies.
10. Recommends IT solutions to meet functional requirements. Participates in Agency-level groups empowered to develop IT plans and strategies aligned with functional business needs.
11. Performs cost benefit analysis of new technology and of technology proposed for DLA implementation. Performs post investment review / analysis for newly implemented technology. Provides recommendations for corporate investment in specific technologies. Assists other DLA elements in the preparation of Economic Analysis, Business Cases studies and Post-Investment Reviews.
12. Periodically reviews current contracts to ensure compliance with established architectural standards and DLA policies and to compare their contents to the rapidly changing technology to ensure that the DLA has the most up to date technology available to it. Develops acquisition requirements documents as required.
13. Performs studies and provides recommendations regarding various specialized software components such as Operating Systems, database management, support tools, electronic commerce, and middleware, among others. Establishes standard policies and procedures relating to the configuration and maintenance of such software.
14. Provides configuration management and release management for J6C developed/integrated systems, systems support software and utilities. Maintains a Configuration Management System (CMS). Develops and maintains the Software Configuration Management Plan for every AIS specific work product. Provides for accountability and reporting for all Configuration Items (CI) with baselines and releases. Processes and distributes all approved Business Systems change packages for release
15. Provides support for the execution and verification of test database, system testing, integration testing, functional testing, Initial Operating Testing (IOT) and Environmental Testing (ET) for all enterprise level business systems solutions across all platforms fielded by J6CB. Analyzes test results and test cycle information. Maintains traceability of all testing activities that are executed.
16. Establishes, maintains and coordinates test database / facilities and procedures including master libraries and system level data sets.
17. Provides scheduling and back-up and recovery services for all J6C operated and administered systems. Coordinates maintenance windows and downtime. Participates in formulating back-up contingency policy for assigned Business Systems to include DOVER, BCP and COOP.
18. Facilitates J6C Configuration Control Board (CCB) meetings.
19. Acts as Business Systems specific control for standard Job Controls, system and job scheduling and identification of program / program versions, data sets and aliases.
20. Conducts research and investigation into technological developments supporting testing, configuration / release management and infrastructure protection.
21. Provides advice, assistance and technical support for introducing new infrastructure components supporting testing, configuration / release management and infrastructure protection.
22. Assists in development and / or reviews and approves technical requirements in support of acquisitions.
23. Performs Standard Management Responsibilities in Annex A.
24. Performs Standard Project Management Responsibilities in Annex B. Project teams often include members from other J6C areas, from DLA HQ and from field sites.

## OPERATIONS DIVISION, J6CO (DSCC-YCO)

### MISSION:

Provides IT support services to DSCC and CSOC as well as to J6CO. Provides project management support for corporate infrastructure and systems projects. Provides business applications to the site DLA organizations. Provides planning, management and operational support services to ensure secure and continuous operation of applications, network, and system environments for J6C customers, including planning and coordinating IT COOP / Disaster Recovery. Performs continuous evaluation of the IT service operations processes to ensure compliance with the objectives and goals of the applicable Capability Maturity Model.

### FUNCTIONS:

1. Manages the J6C Help Desk. Oversees and coordinates the entire problem reporting process from receipt of the initial report through problem resolution and notification of the customer.
2. Provides technical assistance, guidance, training and documentation to user personnel in the use of locally installed IWS hardware / software and locally installed applications, as required.
3. Plans and coordinates IT COOP / Disaster Recovery for DSCC, CSOC and J6C.
4. Manages and maintains a current inventory of all installed IT equipment.
5. Integrates COTS / GOTS provided software into the IT environment.
6. Develops solutions using COTS tools from mission essential functional requirements.
7. Provides operational support to all application software in the IT environment. Develops and coordinates specifications for acquisition and operation of IT hardware / software resources necessary to meet mission essential business requirements and to sustain effective IT operational support services.
8. Provides consulting services to DSCC and CSOC end users for determining feasibility of automating EUC processes.
9. Serves as the J6C Information Assurance Manager (IAM), and the J6C Information Assurance Officer (IAO) for J6C developed Business Systems and for designated DLA sites.
10. Represents J6C to assigned stakeholders. Communicates stakeholder / customer concerns, issues and problems to J6C Leadership and facilitates solutions
11. Performs Standard Management Responsibilities in Annex A.
12. Performs Standard Project Management Responsibilities in Annex B for technology and technical integration projects. Project teams often include members from other J6C areas, from DLA HQ and from field sites.

## END-USER SUPPORT BRANCH, J6COH (DSCC-YCOH)

### MISSION:

Manages the J6C Help Desk, which provides a telephone hot-line service to provide end user with immediate hardware and software problem resolution. Plans and coordinates IT COOP /

Disaster Recovery for DSCC, CSOC and J6C. Negotiates with the user community on acceptable performs standards through an SLA. Oversees and coordinates the entire problem reporting process from receipt of the initial report through problem resolution and notification of customer.

#### **FUNCTIONS:**

1. Provides comprehensive, end-user support services on a M-F 0600 to 1800 and Sat 0600-1200 callback basis as required in support of all operational emergencies.
2. Plans and coordinates IT COOP / Disaster Recovery for DSCC, CSOC and J6C.
3. Performs problem isolation, routes and distributes help tickets, and provides first-level technical support for all operational areas.
4. Provides customer assistance for users of non-production platforms.
5. Serves as customer liaison for the entire problem reporting / resolution process.
6. Provides technical assistance, guidance, training, and documentation to user personnel in the use of locally installed IWS hardware/software.
7. Provides end-user support services, instructions, guidance, and training relative to the use of locally installed applications, as required.
8. Performs site assistance visits and conducts surveys in the evaluation of EUC.
9. Provides current operating procedures for the supported user base describing what services are available, how they may be obtained, what equipment is currently supported and other service information.
10. Manages and maintains a current inventory of all installed IT equipment.
11. Disseminates information regarding system availability, problem resolution, new products etc.
12. Performs research on special user problems.
13. Maintains an integrated database of customers, equipment, problems and resolutions, and other data.
14. Analyzes trends in reported software and hardware problems and initiates action to correct.
15. Acts as an advocate for the user community in the process of changing or implementing changes to the IWS system.
16. Participates in testing of new IWS capabilities.
17. Evaluates user performance with regard to use of the IWS and provides instructions or suggests design changes to optimize system utility.
18. Provides selection and operational support for workstations and hardware at the desktop. Obtains or provides repair of EUC hardware.
19. Provides immediate correction of systems problems by utilizing real-time system analysis tools.
20. Provides desktop hardware configuration information to support the IT environments CM and CCB requirements.
21. Performs Standard Management Responsibilities in Annex A.

#### **ENVIRONMENT MANAGEMENT BRANCH, J6COM (DSCC-YCOM)**

#### **MISSION:**

Provides Business applications to the site DLA organizations. Integrates COTS / GOTS provided software into the IT environment. Develops solutions using COTS tools from mission essential functional requirements. Provides operational support to all application software in the IT environment.

#### **FUNCTIONS:**

1. Develops IT specifications for the installation and maintenance of Columbus desktop hardware and software.
2. Receives, installs or arranges for the installation and tests of all hardware and software destined for the standard Integrated Work Station (IWS).
3. Maintains and enhances the “roving user” paradigm for application integration.
4. Develops and coordinates specifications for the acquisition and operation of IT hardware/software resources necessary to sustain effective IT operational support services, e.g. monitors, tools and analysis software, in order to effectively and efficiently maintain the IT application environment.
5. Develops technical IT specifications for the installation and maintenance of DSCC and CSOC IT hardware and software to meet mission essential business requirements.
6. Provides consulting services to DSCC and CSOC end-users for determining feasibility of automating EUC processes.
7. Administers the execution of Initial Operational Tests (IOT's) of new and modified applications software to ensure operability and compliance with systems specifications and recommends acceptance, rejection, or change based on test results, as assigned.
8. Maintains initial execution of new and modified systems and applications software to ensure operability, efficiency, and compliance with existing standards.
9. Provides desktop software configuration information to support the IT environments CM and CCB requirements.
10. Supports functional user groups at DSCC and CSOC to supplement environment systems division technical support. Participates in periodic user conferences. Provides technical assistance to end-users in the evaluation of applications to assure user requirements are met.
11. Provides technical expertise and guidance in the use of locally installed Data Base Management Systems (DBMS) and participates with J6C, DSCC and CSOC in the evaluation, development, justification, selection, implementation, and use of local DBMS.
12. Develops and structures on-line and future software programs to access, extract, and analyze data in support of management and decision process functions.
13. Instructs, composes and develops Structured Query Language (SQL) methods and practices to complement and support management decision methodologies.
14. Details, instructs, and develops data access routines and formulas to manipulate data for End User Community and management teams.
15. Employs Visual Basic and similar 4GL tools to provide managers and end users seamless, GUI based access to remote data.
16. Performs Standard Management Responsibilities in Annex A.
17. Performs Standard Project Management Responsibilities in Annex B. Project teams often include members from other J6C areas, from DLA HQ and from field sites.

## IA OPERATIONS BRANCH, J6COO (DSCC-YCOO)

### MISSION:

Provides planning, management and operational support services for enterprise systems to ensure secure and continuous operation of applications, network, and system environments for DLA. Serves as the J6C Information Assurance Manager (IAM), and the J6C Information Assurance Officer (IAO) for J6C developed Business Systems and for designated DLA sites.

### FUNCTIONS:

1. Provides security advice, assistance and support for telecommunications and network design and control issues affecting the DLA IT infrastructure. Ensures that the highly varied telecommunications / network hardware and software components with diverse capabilities and limitations operate in a secure environment while supporting DLA business processes.
2. Provides operational and IA-related technical oversight for DLA design and integration activities, programs and projects and customers. Supports the operational environment for the integration and systems support communities.
3. Implements DOD IT security policies, programs, and procedures as promulgated by DLA and DOD guidelines. Provides oversight of DLA network environment, which includes the operation of enterprise level firewalls, routers and intrusion detection systems. Participates in specific Business Systems ADP Security Programs.
4. Works with Security Specialists in support of the overall DLA security environment. Implements DOD IT security policies, programs, and procedures as promulgated by DLA and DOD guidelines.
5. Participates as technical reviewer in enterprise level reviews and assessments of business area and field activity Information Assurance efforts.
6. Reviews technical aspects of enterprise level Business Systems undergoing certification and accreditation, especially platform and infrastructure, recommending for or against accreditation as appropriate.
7. Assesses Information Assurance (IA) policies, including IA awareness and training, and system, network, and web site certification and accreditation.
8. Supports the use of DOD Public Key Infrastructure (PKI) by J6C. Serves as the activity focal point for PKI. Serves as the Local Registration Authority (LRA), verifying identities, and issuing or arranging for issuance of software certificates and/or Common Access Cards. Facilitates use of PKI to sign and encrypt electronic mail and to enhance application system and web server authentication and access control.
9. Serves as the Information Assurance Manager (IAM) for J6C and Information Assurance Officer (IAO) for J6C developed Business Systems and designated DLA sites as well as for J6C. Assures that all IT security alerts are communicated to the appropriate areas / personnel.
10. Accredits the J6C, CSOC and DSCC IT environments and their hardware, software and application components, following DOD and DITSCAP procedures. Provides the J6C,

CSOC and DSCC Designated Approving Authority the analysis, studies and research into IT security issues within the environment.

11. Plans, develops, implements, and monitors programs and policies for carrying out intrusion detections, security tests, evaluations and inspections of the J6C, CSOC DSCC IT environment
12. Plans, develops, and implements procedures for reporting and investigating violations and breakdowns in IT security safeguards in support of management or DSCC-I efforts.
13. Analyzes the safeguard procedures and countermeasures designed to guard the Operational Architecture against natural hazards and security threats, and, in conjunction with computer facility management, establishes new or revised safeguards to correct deficiencies.
14. Assists HQ DLA in the performance of ADP security surveys and studies, as required.
15. Plans and coordinates the activity's compliance with Information Assurance aspects of policies and requirements.
16. Provides Information Assurance configuration information to support the IT environments CM and CCB requirements.
17. Performs Standard Management Responsibilities in Annex A.
18. Performs Standard Project Management Responsibilities in Annex B for software development projects, including COTS Based Systems Development.

#### IT MANAGEMENT SUPPORT, J6CM (DSCC-YCM)

##### MISSION:

Serves as the J6C Staff Office and principal advisor to the J6C Director on all matters pertaining to strategic and business planning, human resource planning and management, training, acquisition and contract management, Contracting Officer's Technical Representative (COTR) oversight; property accountability and a variety of operational support services. Provides J6C liaison with the DSCC host, the DLA Customer Support Office Columbus (CSOC), and J-644 (Enterprise Business Systems Planning, Policy & Management Oversight) for all responsible business support functions.

##### FUNCTIONS:

1. Serves as the principal advisor to the J6C Director and Division Chiefs on acquisition and contract management, including adherence to financial policies and procedures.
2. Serves as the principal advisor to the J6C Director and Division Chiefs on human resource management, training, IT performance metrics, and strategic and business planning.
3. Provides resource planning for J6C to ensure financial and human resources planning incorporates all IT requirements as well as addresses critical skill imbalances.
4. Provides property management services to ensure accountability for J6C property meets regulatory requirements.
5. Promulgates DLA-wide and J6C IT policies.

## ACQUISITIONS SERVICES BRANCH, J6CMA (DSCC-YCMA)

### MISSION:

Advises the J6C Director on all matters pertaining to acquisition and contract management, Contracting Officer's Technical Representative (COTR) oversight; property accountability and a variety of operational support services. Provides J6C liaison with the DSCC host, the DLA Customer Support Office Columbus (CSOC), and J-644 (Enterprise Business Systems Planning, Policy & Management Oversight) for all responsible financial services functions.

### FUNCTIONS:

1. Manages and administers all J6C contracts. Oversees and certifies contractor-related performance. Processes contract renewals. Obtains maintenance services. Oversees the COTR process and the COTR's contract related activities.
2. Serves as the J6C focal point for all acquisitions (credit card as well as those above the micro-purchase threshold), for hardware and software maintenance renewals and software products, and for ordering supplies. Works with the customer to gather requirements, assembles the Statements of Work (SOWs), prepares the Independent Government Cost Estimate (IGCE) Market Research, writes Sole Source Justifications as required, and coordinates technical evaluations for all acquisitions and contract renewals above the micro-purchase threshold.
3. Serves as Accountable Property Officer (APO) for the J6C.
4. Manages the Accountable Property Program in compliance with DOD and DLA regulations on the acquisition, utilization and disposal of government-owned Automated Data Processing Equipment, software and office equipment.
5. Maintains the Property Book for all J6C sites. Defines the requirements and internal controls required to maintain the J6C Property Accountability program at all J6C sites. Initiates internal operating policies, procedures and guidance for accountability of J6C Automated Data Processing Equipment / Telecommunications Equipment (ADPE/TE), office equipment and software.
6. Delegates property authority and responsibility to the J6C Responsible Property Custodians (RPC).
7. Receives and verifies accountable property acquisitions. Performs J6C property inventories. Responds to data calls for accountable property data. Provides guidance and assistance on suspected theft, reported damage and / or destroyed property.
8. Maintains the Defense Property Accountability System (DPAS) online inventory as required for the J6Cs.
9. Maintains the DOD Information Technology Management System (DITMS) as required for the J6Cs.
10. Performs Financial Liability Investigations (DD 2000).
11. Performs Standard Management Responsibilities in Annex A.
12. Performs Standard Project Management Responsibilities, Annex B.

## BUSINESS SERVICES BRANCH, J6CMB (DSCC-YCMB)

### MISSION:

Advises the J6C Director on all matters pertaining to human resource planning and management, training, strategic and business planning, and a variety of operational support services. Provides J6C liaison with the DSCC host, the DLA Customer Support Office Columbus (CSOC), and J-644 (Enterprise Business Systems Planning, Policy & Management Oversight) for all responsible business services functions.

### FUNCTIONS:

1. Coordinates definition, collection and analysis of performance metrics for J6C-provided IT services.
2. Coordinates and prepares Performance Based Agreements (PBAs) for IT services provided by J6C.
3. Coordinates J6C Strategic and Business Plans by providing guidance on strategic and business, organizational change management, process improvement initiatives, human capital and staffing planning, and performance measurement such as the Balanced Scorecard.
4. Coordinates and prepares all Inter-Service Agreements (ISAs) and Service Level Agreements (SLAs) for J6C.
5. At the request of the J6C Director, conducts a variety of research studies involving new business management initiatives within DOD, non-DOD, and private industry. Provides analysis of competitive benchmarking data and other information related to business performance, Commercial Activities (CA) Program, and evaluation of corporate integration effectiveness.
6. Serves as the focal point for coordinating personnel management reporting for the J6C, including developing guidance for regular (bi-weekly, monthly, quarterly, annual) and special reports and for consolidating organizational responses into a single J6C response, which notes any J6C site unique circumstances.
7. Serves as the J6C focal point for coordinating the distribution and implementation of Customer Service Office Columbus (CSOC-C) policies and procedures.
8. Maintains records pertaining to human resource development, organization development and position management to include Position Descriptions (PDs), Performance Standards, Individual Development Plans (IDPs), Performance Appraisals, performance awards and other employee actions, organization and position structure charts, and Mission and Responsibilities statements for the J6C.
9. Monitors and coordinates the J6C Internal Management Controls (IMC) Program to ensure compliance with OMB Circular A-123.
10. Coordinates with DSCC for Internal Review, Equal Employment Opportunity (EEO), and Legal advice and services. Coordinates with C-SOC for Employee/Labor Relations services.
11. Formalizes the J6C response to requests for information and action from external Government sources such as GAO audit requests, Congressional Inquiries, agency complaints, Inspector General audits, data calls, and DOD Hotlines.

12. Manages the J6C suspense control system and the J6C workload reporting system (the Daily Employee's Log of Time & Activity (DELTA)). Establishes reporting policies and procedures.
13. Provides centralized support for Time Sheet administration, payroll liaison and ATAAPS administration; for preparation and budget review of Travel Orders (DD1610), Training Requests (DD1556), and claims documents (SF1164); for preparation of travel itineraries; and for graphical support on briefings and presentations.
14. Maintains and distributes all policy and procedural information obtained from subject matter experts such as Standard Operating Procedures (SOPs), administrative Staff Instructions, and current administrative forms. Maintains the Technical Library.
15. Prepares the consolidated J6C Annual Statement of Assurance.
16. Prepares the consolidated J6C annual inventory for the Federal Activities Inventory Reform (FAIR) Act.
17. Consolidates and formats the J6C response to requests for information and action from external Government sources such as the GAO, Congress and the DOD Inspector General as well as the J6C response to Agency complaints, internal audits and data calls.
18. Provides facilities management support, including liaison with the Host activity on facilities matters including providing basic emergency planning support for the Emergency Notification Program and the Emergency Call List; providing safety, health and fire points of contact and monitors; receiving, sorting and distributing mail; reserving conference rooms; and maintaining parking and visitor control logs.
19. Coordinates special events, including CFC, Operation Feed, Blood Drives and Bond Drive.
20. Performs Standard Management Responsibilities in Annex A.
21. Performs Standard Project Management Responsibilities, Annex B.

J-6 DAYTON, J6D, (DAASC-YD)

J-6D

#### MISSION:

Provide comprehensive solutions that improve customers' requisition processing and logistics management processes worldwide. Provide transaction processing, telecommunications support, archiving and storage, translation services, ASC X12/DLSS conversion processes, and other services to support DOD Component supply chain management systems and DLMS implementation. Serve as the DOD logistics community's authoritative repository for end-to-end performance metrics.

#### FUNCTIONS:

1. Receives, edits, validates, and routes logistics transactions for the Military Services, DLA, other DOD/Federal Agencies, commercial suppliers, and Foreign Military Sale countries
2. Provides network interoperability, DOD-level logistics information services and on-line data delivery.

3. Implements current Electronic Data Interchange (EDI) methodologies, transaction sets, and applications.
4. Provides a distribution gateway for Electronic Business (EB) transactions between customers and private sector trading partners, via multiple commercial value-added networks (VANs).
5. Provides central logistics information/authoritative data repositories for DOD components.
6. Develops and maintains procedures for the collection, processing, and distribution of data/reports and DOD Logistics Systems processes that are managed and maintained for the DOD.
7. Manages computers in a networked environment, including software distribution, software version control, system back-up and recovery, and performance and capacity planning.
8. Ensures the communications security of all data moving through the network, including the integrity and confidentiality during transmissions.
9. Monitors IT computer system execution and computing resource utilization.
10. Administers the site's problem reports, system change requests, and system management release programs.
11. Provides technical assistance to resolve systems, operations, and application problems.
12. Oversees/manages applicable IT contracts.
13. Plans, designs, develops, programs, documents, implements, and maintains standard and unique applications per DLA/DOD directions, regulations, manuals, standards, and user requirements.
14. Coordinates interfaces with external systems.
15. Furnishes product support services to external customers and end-users.
16. Acts on behalf of the Military Services functional elements to ensure their requirements are included in all DAASC AISs and processes.
17. Reviews proposed or approved DLSS and DLMS system changes to determine impact on AIS functionality or performance, and incorporates the approved changes into the appropriate DAASC AIS(s).

## J-6 Europe, J6E (DLAE-YE)

### INFORMATION OPERATIONS EUROPE, J6E (DLAE-YE)

#### MISSION:

J6E (DLAE-YE) provides IT services to all DLA elements on the European, African and Asian continents as covered within the EUCOM area of responsibility. This includes DLA-Europe (DLA-E), Defense Supply Center Philadelphia-Europe (DSCPE), Defense Distribution Depot Europe (DDDE), Defense Distribution Depot Sigonella (DDSI), Defense Energy Support Center-Europe (DESC-E), Defense Reutilization and Marketing Service FST–Europe/SWA (DRMS-FST), Defense Logistics Information Service in Europe (DRMS), and Defense Automation and Printing Service-Europe (DAPS-E). Additionally, J6E will be responsible for DLA activities in Southwest Asia within the CENTCOM area of responsibility for which the above named organizations are responsible. The following organizational elements and their missions, personnel, resources, administration, and functions are affected as follows:

#### OFFICE OF THE DIRECTOR, J6E (DLAE-YE)

Serves as the J-6 Europe knowledge broker at the Defense Logistics Agency-Europe, providing comprehensive, best practice Information Technology (IT) support to the Department of Defense (DOD)/DLA Logistics Business Community, resulting in the highest quality information systems, customer support, efficient and economical computing, data management, electronic business, and telecommunication services.

Serves as principle information technology advisor for J-6 at the DLA-E site. Provides guidance, planning and administration, and information technology management support. Responsible for operational control and coordination of all site-managed automated information systems (AIS) in a multi-platform environment. Ensures development and execution of system plans in accordance with automated information system concepts, standards, and architecture. Responsible for security administration of assigned systems, oversight management of the Local Area Network (LAN), end user computing support, and other platforms. Serves as the principal advisor to the supported sites pertaining to future enhancements and the direction of systems and applications. Represents the J-6 organization and the site Commander to other DOD/Federal agencies.

#### FUNCTIONS:

1. Provides guidance and oversight for all J6E business operations.
2. Oversees development of J6E plans, policies, programs, processes, practices, systems, resources and metrics for all J6E IT functions.
3. Represents the Site Commander to DLA and other DOD/Federal agencies.
4. Oversees technical IT processes and procedures to ensure end user satisfaction with J6E's IT services delivery and assure timely and quality support.
5. Oversees and directs customer satisfaction analysis and enhancement through data collection, analysis and information flow facilitation.

6. Directs and oversees corporate IT activities, including equipment/software acquisition, systems development, end-user support, data integrity and data security.
7. Markets and manages research and development in emerging technologies.
8. Actively participates in various site and Headquarter decision-making meetings, such as Information Operations Panel, Board of Directors, etc.

## INFORMATION ASSURANCE, J6EA (DLAE-YEA)

### MISSION:

Implements a DLA governance process for the adoption of IT products and services, while ensuring reliable security and effective recovery processes for all identified IT capabilities. Manages the J6E Information Assurance Program (IAP) which provide a secure data and operating environment for DLA systems, networks, and websites. IA program requirements include protecting and defending information systems by ensuring their availability, integrity, and confidentiality, by assessing risks, mitigating vulnerabilities, detecting and preventing intrusions, responding to incidents and restoring systems involved in cyber attack. Participates in projects, programs and initiatives involving/affecting IT Continuity of Operations Planning (IT COOP). Provides policy development and specialized practical knowledge on IA program requirements to include establishment of J-6-wide IA responsibilities, awareness, and training, protecting and defending information systems by ensuring their availability, integrity, and confidentiality, assessing risks, and detecting and preventing intrusions. Provides IA research and development interface. Coordinates with HQ DLA and other DLA activities for all assigned responsibilities and to assure consistent implementation and planning of Agency policies.

The Chief, J6EA personally serves as J6E IA Systems Program Manager (PM), under the direction of the DLA corporate IA mission. Manages the J6E Information Assurance and Configuration Management programs, ensuring enterprise concepts/standards are instituted. Responsible for planning and budgeting adequate resources in support of the J6E IA program. Reviews security deficiencies and monitors action to achieve an acceptable security level. Monitors implementation of security countermeasures, ensures Memorandum of Understanding (MOU)/Memorandum of Agreement (MOA) are in place for all non-DLA systems for which the system(s) provides IT support services. Ensures adequate and trained IA professionals are assigned to support the J6E Command Security Program. Obtains PM IA training certification levels as described in the DLA ATE Plan within the timeframes established in the ATE Plan.

### FUNCTION:

1. Participates in the implementation of J-6 policies, procedures, plans and programs.
2. Provides Director with recommendations on J-6 management efforts and issues to include strategic planning, organizational design, proposed mission/system changes, workload priority, resourcing, and funding.
3. Develops and maintains liaison internally within DLA and DOD and other Government agencies, private industry, technical societies, academic institutions, and others associated with assigned functional/technical areas and related programs.

4. Evaluates workload forecasts; reviews proposed mission/systems changes and near and long-terms plans, and provides specific recommendations concerning resource requirements for organization managed.
5. Develops and coordinates proposals for reorganization or realignment of functions managed, including defining new work and tasks and developing new position descriptions.
6. Maintains state-of-the-art technical knowledge and competence through training, consultation with private industry, academia and other agencies; and through appropriate information exchange media, i.e., schools, symposiums, conferences and research. Determines and coordinates training requirements for assigned personnel.
7. Develops and maintains technical and administrative documentation appropriate for organization managed, including but not limited to user manuals, staff instructions, standard operating procedures and technical guides.
8. Develops, maintains and administers a system of internal management controls within the area managed.
9. Acts as Contracting Officer's Technical Representative (COTR) for contracts relating to applicable mission areas.
10. Manages the Site's Information Technology Security program.
11. Provides specialized technical expertise on IA, infrastructure protection, and knowledge theft.
12. Coordinates and assigns DLA CERT notices (Taskings, Bulletins, Advisories, and Hotlists). Submits the J6P Response to DLA CERT taskings.
13. Analyzes J6E IT infrastructure for potential security vulnerabilities.
14. Assists the Designated Approving Authority (DAA) in review and approval of System Security Authorization Agreements (SSAA). Provides the DAA with certification status and an accreditation recommendation based on their documented residual risk.
15. Supports the Certification Authority (CA) as the technical expert in the Certification and Accreditation (CA) process.
16. Provides oversight for the certification requirements review.
17. Coordinates various activities of the Certification and Accreditation (C&A) process.
18. Implements DOD C&A tasks in support of the Designated Approving Authority (DAA).
19. Provides IA configuration requirements to support the IT environments, CM, and CCB requirements.
20. Performs DITSCAP certification and accreditation for the J6E IT environment and its hardware, software and application components.
21. Plans, develops, implements, and monitors programs and policies for carrying out intrusion detections, security tests, evaluations and inspections of the J6E IT environment.
22. Plans, develops, and implements procedures for reporting and investigating violations and breakdowns in IT security safeguards.
23. Analyzes the safeguard procedures and countermeasures designed to guard the Operational Architecture against natural hazards and security threats, and, in conjunction with computer facility management, establishes new or revised safeguards to correct deficiencies.
24. Makes technical judgments of the system's compliance in both technical and non-technical security features, system features and other safeguards, and ensuring design compliance with security policy.
25. Assists HQ DLA in the performance of IT security surveys and studies, as required.
26. Provides policy interpretation and documents system security.

27. Schedules system security test and evaluations (ST&E) in accordance with DOD Manual 8500.2M.
28. Participates in network and systems design to ensure implementation of governing systems security policies.
29. Conducts vulnerability analysis of all J6E Information Resources. This includes all tiers operated on or off-site, Telecommunications, Internet, Intranet or Extranet, and any new technologies.
30. Reviews security deficiencies and monitors action to achieve an acceptable security level.
31. Monitors implementation of security countermeasures needed to maintain adequate protection.
32. Reviews regional support agreements, security conformance and Inspector General reviews as appropriate.
33. Serves as the J6E Information Assurance Manager (IAM) for the site's systems, application, and tiers.
34. Provides guidance to the assigned IAO and System Administrators to ensure systems, networks, and web sites are used properly.
35. Directs and oversees corporate data security.
36. Periodically reviews transaction logs for potential security violations. Prepares reports as required.
37. Conducts risk and vulnerability assessments of planned and installed systems and software.
38. Conducts systems security evaluations, audits and reviews. Identifies vulnerabilities, risks and protection needs.
39. Develops and/or tests systems security contingency plans for disaster recovery procedures.
40. Participates in the gathering, analysis and preservation of evidence used in the prosecution of computer crimes.
41. Ensures programs and practices are in place that enable users of basically unsecure public networks such as the Internet to securely and privately exchange data and money through the use of a public and private cryptographic key pair that is obtained and shared through a trusted authority.
42. Monitors the J6E PKI Program to ensure compliance with governing security standards.
43. Oversees J6E encryption or conversion of data into cipher text so it cannot be easily understood by unauthorized people.
44. Oversees J6E decryption or conversion of data back into its original form so it can be understood.

## IT INFRASTRUCTURE, J6EI (DLAE-YEI)

### MISSION:

Coordinates with all DLA information operations activities to manage the site's IT infrastructure. Provides the IT resources and supplies needed to support the operations mission of J6E. Manages customer hardware and software requirements, provides accountability for assets. Responsible for IT COOP, PC, the LAN/WAN, and Remote Access infrastructure that integrates all users. Responds to operational emergencies (i.e., hotlines) on a 24x7 basis. Participates in analysis and resolution of systems/software/ hardware/network problems and deficiencies that affect mission critical or mission essential IT. Provides system solutions to problems involving

hardware, software and networked computers. Provides overall plan for designing, implementing and maintaining the underlying infrastructure to support information sharing and resource optimization. Responsible for the integration of new Information Technologies into the serviced operating environment. Develops and tests software suites. Responsible for telecommunications hardware and software support, including telecommunication networks design and development, configuration, acquisition, installation and technical support services. Manages J6E's intranet/extranet presence. Reviews regional support agreements, security conformance and Inspector General reviews, as appropriate. Evaluates hardware and software. Determines application and adequacy. Recommends to/requests from DLA, DLSC-I and the Defense Information Systems Agency (DISA) when any/all could resolve problems/increase efficiency. Supports end user computing and telecommunications planning and budgeting. Coordinates with all DLA activities for all assigned responsibilities and to assure consistent implementation and planning of Agency policies.

#### **FUNCTIONS:**

1. Participates in the implementation of J-6 policies, procedures, plans and programs.
2. Provides Director with recommendations on J-6 management efforts and issues to include strategic planning, organizational design, proposed mission/system changes, workload priority, resourcing, and funding.
3. Develops and maintains liaison internally within DLA and DOD and other Government agencies, private industry, technical societies, academic institutions, and others associated with assigned functional/technical areas and related programs.
4. Participates in reviews and analyses of the organization managed, including operations, costs, and performance, to determine and evaluate efficiency, effectiveness and outcomes. Develops/participates in development of performance measures, data, statistics, charts and management information.
5. Evaluates workload forecasts; reviews proposed mission/systems changes and near and long-terms plans, and provides specific recommendations concerning resource requirements for organization managed.
6. Develops and coordinates proposals for reorganization or realignment of functions managed, including defining new work and tasks and developing new position descriptions.
7. Maintains state-of-the-art technical knowledge and competence through training, consultation with private industry, academia and other agencies; and through appropriate information exchange media, i.e., schools, symposiums, conferences and research. Determines and coordinates training requirements for assigned personnel.
8. Develops and maintains technical and administrative documentation appropriate for organization managed, including but not limited to user manuals, staff instructions, standard operating procedures and technical guides.
9. Develops, maintains and administers a system of internal management controls within the area managed.
10. Develops requirements for organizational support for inclusion in Interservice Support Agreements (ISAs) and Performance Based Agreements (PBAs) between J6E and external service providers.
11. Acts as Contracting Officer's Technical Representative (COTR) for contracts relating to applicable mission areas.

12. Responds to operational emergencies (i.e., hotlines) on a 24x7 basis. Participates in analysis and resolution of systems/software/hardware/network problems and deficiencies that affect mission critical or mission essential IT.
13. Participates in DLA Information Technology programs and teams, as required. As delegated, represents J6E on these efforts.
14. Operates the J6E Technical Support Desk which also provides help desk support to STORES, FFAVORS, and BSM Level 1. Serves as the primary point to all J6E organizations' Information Technology problems and support requests. Problems include hardware, software, LAN/WAN, and Intranet.
15. Records all incoming requests for service received through phone calls, email and Web requests. Solves problems telephonically or assigns problems to the appropriate specialist. Tracks problems until solved.
16. Provides installation of Operating System and Software on PCs for distribution to end users. Further personalizes PCs for end user to include email access and installation of any additional software required by specific user.
17. Images operating system and application software and installs user's data files and any other required non-standard software.
18. Analyzes various metrics from the J6E Technical Support Desk system for trends. Develops action plans to proactively solve systemic problems and deploy the available Technical Support resources.
19. Consults with and provides technical advisory services regarding IT management programs, hardware, software, etc. to organizations supported by J6E.
20. Maintains IT equipment in all supported J6-E conference rooms and ensures it is in proper working condition. POC for all equipment problems and or hardware/software upgrades necessary.
21. Makes announcements to notify personnel of current and/or impending problems with software applications, network issues, viruses, etc.
22. Maintains and supports a variety of notebooks and wireless equipment such as Palm Pilots and BlackBerries to include installation of operating systems and application software.
23. Provides advice to end users on the purchase of additional software/hardware in conjunction with other J6E organizations to ensure it's compatibility with the current operating system.
24. Provides end-user support services, instructions, guidance, and training relative to the use of software applications and systems.
25. Develops and implements support and/or deployment plans based on new technologies or platform upgrades.
26. Designs, develops, implements and maintains or recommends specific computer systems utility software programs to monitor systems performance.
27. Troubleshoots, investigates and identifies technical systems problems and associated recoveries.
28. Provides management information regarding Technical Support Desk services.
29. Periodically reviews transaction logs for potential security violations. Reports actual/anticipated problems.
30. Researches, analyzes, corrects and documents software problems, reports them to vendors and provides corrective processing solutions.
31. Oversees contractor performance for outsourced work.

32. Maintains IT hardware and equipment, including the Central Processing Units (CPU), disks, tapes, modem, cables, etc.
33. Solves operational hardware problems through existing maintenance contracts, warranties and on hand parts inventories.
34. Reports defective PC equipment for maintenance. Serves as the point of contact with maintenance contractors to effect repair of the equipment either on-site, at remote sites or at alternate service centers. Mails defective equipment to vendor's location when necessary.
35. Researches and evaluates the installed base of IT equipment and develops strategies to improve ongoing operational performance.
36. Manages single-user computer, or desktop, program.
37. Manages the site's desktop platform.
38. Customizes all platforms to meet the specific operating requirements of the site, staff offices, and off-site organizations.
39. Coordinates customization efforts with representatives of the supported organizations.
40. Coordinates with all DLA activities to integrate corporate initiatives into the J6-E Platform.
41. Responsible for providing Telephone Control Officer (TCO) services to all J6-E users.
42. Coordinates work orders for telephone service with the telephone service provider.
43. Supports all Defense Messaging System (DMS) users. Periodically reviews all actions in accordance with established guidelines and procedures.
44. Manages all equipment relocations, installs, and uninstalls.
45. Coordinates with end users for any relocation activity that is considered a mass move.
46. Manages the deployment of IT equipment to the J6E end user community.
47. Provides installation of new and/or replacement monitors, printers and other peripheral IT equipment at users workstations. Configures equipment to operate with user's PC.
48. Provides configuration/installation of specialized equipment for employees with disabilities. Ensures equipment is compatible with current platform.
49. Performs 1/4 deployment of new PCs each year to replace PCs currently in use
50. Maintains an inventory of hot spares to minimize end user down time. Ensures the proper platform is customized to the end user.
51. Provides on-site analysis and solutions of end user IT problems.
52. Develops and implements support and/or deployment plans based on new technologies or platform upgrades.
53. Serves as the primary point of contact for moves of J6E users to ensure PC connectivity is maintained at both old and new locations.
54. Ensures maintenance is in place for all IT equipment in the J6E server rooms.
55. Operates computer systems and servers.
56. Ensures all services are available 24x7.
57. Provides technical assistance to resolve systems, operations, and application problems.
58. Coordinates with the facility engineers all facility improvements and maintenance for server rooms.
59. Provides VTC capabilities for J6E serviced activities.
60. Provides technical support for VTC infrastructure.
61. Provides access to a public telecommunication infrastructure, such as the internet, to provide users or offices at remote sites with secure access to the network.
62. Monitors active communications networks.
63. Diagnoses and solves network problems.

64. Gathers performance statistics to administer and fine-tunes networks.
65. Manages and administers the network infrastructure, which includes the server rooms, Local Area Networks, and Wide Area Networks.
66. Develops and coordinates technical specifications to acquire, install, and maintain telecommunications hardware/software systems in support of serviced activities.
67. Assists with installations of telecommunications network, environmental, and other generalized software and hardware which includes operating systems utilities, telecommunications and process control interface software.
68. Conducts problem analysis, definition, solution, and recovery from operation malfunctions involving system software, hardware, and telecommunications.
69. Evaluates and implements all technical standards relative to operating the IT infrastructure.
70. Evaluates and implements all technical standards relative to the operations of J6E server rooms and IT infrastructure.
71. Determines hardware specifications for connecting telecommunications and devises the most economical and efficient method of implementation.
72. Resolves network configuration problems.
73. Designs and provides LAN connectivity to the telecommunications infrastructure.
74. Assists with installing LAN software and hardware.
75. Manages and administers the remote capability for users not connected directly to the Local Area Network (LAN).
76. Provides technical support to remote sites and field offices to ensure interface with appropriate systems.
77. Administers the site's firewalls.
78. Updates the firewall rules.
79. Manages all J6E user email accounts.
80. Sets up, configures, manages and administers the email servers, including supporting remote sites.
81. Administers and authorizes the creation all new accounts for J6E users. Reviews personnel actions to ensure the removal of non current accounts.
82. Sets up, configures, manages and administers Windows servers.
83. Provides system administrator support.

## PLANS AND PROGRAMS, J6EP (DLAE-YEP)

### MISSION:

IT Plans and Programs manages the portfolio of IT projects for J6 Europe to achieve benefits of strategic importance. Provides the overall control of special projects and definition through to their completion.

### FUNCTIONS:

1. Participates in the implementation of J-6 policies, procedures, plans and programs.

2. Provides Director with recommendations on J-6 management efforts and issues to include strategic planning, organizational design, proposed mission/system changes, workload priority, resourcing, and funding.
3. Develops and maintains liaison internally within DLA and DOD and other Government agencies, private industry, technical societies, academic institutions, and others associated with assigned functional/technical areas and related programs.
4. Participates in reviews and analyses of the organization managed, including operations, costs, and performance, to determine and evaluate efficiency, effectiveness and outcomes. Develops / participates in development of performance measures, data, statistics, charts and management information.
5. Evaluates workload forecasts; reviews proposed mission / systems changes and near and long-term plans, and provides specific recommendations concerning resource requirements for organization managed.
6. Develops and coordinates proposals for reorganization or realignment of functions managed, including defining new work and tasks and developing new position descriptions.
7. Maintains state-of-the-art technical knowledge and competence through training, consultation with private industry, academia and other agencies; and through appropriate information exchange media, i.e., schools, symposiums, conferences and research. Determines and coordinates training requirements for assigned personnel.
8. Develops and maintains technical and administrative documentation appropriate for organization managed, including but not limited to user manuals, staff instructions, standard operating procedures and technical guides.
9. Develops, maintains and administers a system of internal management controls within the area managed.
10. Develops requirements for organizational support for inclusion in Interservice Support Agreements (ISAs) and Performance Based Agreements (PBAs) between J6P and external service providers.
11. Acts as Contracting Officer's Technical Representative (COTR) for contracts relating to applicable mission areas.
12. Responds to operational emergencies (i.e., hotlines) on a 24x7 basis. Participates in analysis and resolution of systems/software/hardware/network problems and deficiencies that affect mission critical or mission essential IT.
13. Develops, adopts, institutionalizes and improves standards and methodologies for assigned functions based on the applicable CMM and other government and non-government best practices.
14. Provides management oversight to ensure consistent application of standards. Selects and evaluates tools to support standard processes and methodologies
15. Sponsors Project Management concepts, discipline and procedures within the organization managed. Ensures assigned projects are managed in accordance with J-6 standard project management guidelines and procedures.
16. Participates in developing requirements for J-6 information systems and for changes to existing systems.
17. Coordinates with HQ DLA and other DLA activities for all assigned responsibilities and to assure consistent implementation and planning of Agency policies.
18. Responsible for developing a configuration management process for all J6E commands supported.

19. Serve as chairperson of the Configuration Control Board (CCB)
20. Develop an enterprise architecture.
21. Responsible for IT project management.
22. Maintain documentation for knowledge management.
23. Responsible for developing the J6E life cycle management plan. Coordinate with J6EI personnel to ensure proper implementation.
24. Responsible for developing policy and procedures for portfolio, program, and records management.
25. Develop policies pertaining to web development and maintain the J6E intranet.
26. Asset management.
27. Coordinate with all J6E directorates to develop resource requirements and planning.
28. Serve as the third-party for performing J6E system audits to ensure compliance with security controls.
29. Coordinate all activities between J6E and DISA.
30. Maintain the J6E IT metrics program.
31. Develop IT policies and business rules.
32. Coordinate with J6EI for IT procurement/purchases.
33. Track and control all J6E software license usage.
34. Work with all other J6E directorates to develop and maintain COOP plan.

#### FORWARD/CONTINGENCY IT SUPPORT, J6EFC (DLAE-YEFC)

##### MISSION:

Forward/Contingency IT Support provides IT enterprise services to non collocated DLA activities and serves as the IT team member of teams provided by DLA at the request of a Combatant Commander and directed by the National Command Authorities (NCAs) in support of a Joint Task Force (JTF) or subordinate unified commander for regional conflicts, contingency operations, mobilization, emergencies, flexible deterrent options, peacetime disaster relief operations, exercises, or other situations.

##### FUNCTIONS:

1. Participates in the implementation of J-6 policies, procedures, plans and programs.
2. Provides Director with recommendations on J-6 management efforts and issues to include strategic planning, organizational design, proposed mission/system changes, workload priority, resourcing, and funding.
3. Develops and maintains liaison internally within DLA and DOD and other Government agencies, private industry, technical societies, academic institutions, and others associated with assigned functional/technical areas and related programs.
4. Participates in reviews and analyses of the organization managed, including operations, costs, and performance, to determine and evaluate efficiency, effectiveness and outcomes. Develops/participates in development of performance measures, data, statistics, charts and management information.

5. Evaluates workload forecasts; reviews proposed mission/systems changes and near and long-terms plans, and provides specific recommendations concerning resource requirements for organization managed.
6. Develops and coordinates proposals for reorganization or realignment of functions managed, including defining new work and tasks and developing new position descriptions.
7. Maintains state-of-the-art technical knowledge and competence through training, consultation with private industry, academia and other agencies; and through appropriate information exchange media, i.e., schools, symposiums, conferences and research. Determines and coordinates training requirements for assigned personnel.
8. Develops and maintains technical and administrative documentation appropriate for organization managed, including but not limited to user manuals, staff instructions, standard operating procedures and technical guides.
9. Develops, maintains and administers a system of internal management controls within the area managed.
10. Develops requirements for organizational support for inclusion in Interservice Support Agreements (ISAs) and Performance Based Agreements (PBAs) between J6E and external service providers.
11. Acts as Contracting Officer's Technical Representative (COTR) for contracts relating to applicable mission areas.
12. Responds to operational emergencies (i.e., hotlines) on a 24x7 basis. Participates in analysis and resolution of systems/software/hardware/network problems and deficiencies that affect mission critical or mission essential IT.
13. Maintain and support all of the J6E mobile and wireless devices used in support of field operations.
14. Stand-up and support the IT infrastructure at DCST locations within the EUCOM and CENTCOM areas of responsibility.
15. Support all forward deployed field locations of any DLA activity in Europe.
16. Provide end user support to field locations.
17. Coordinate with J6EI to provide network services to all field locations.
18. Develop an SOP to standardize site visits to each supported location.

## J-6 FORT BELVOIR, J6F (DESC-YF)

### INFORMATION OPERATIONS FORT BELVOIR, J6F (DESC-YF)

#### MISSION

Serves as the Primary Support Provider to all Defense Logistics Agency (DLA) organizations in the Fort Belvoir area, including all CONUS sites under the Defense Energy Support Center (DESC) and the Defense National Stockpile Center (DNSC).

#### FUNCTIONS:

1. Meets HQ DLA/DESC/DNSC's IT requirements in the Andrew T. McNamara Complex Headquarters Staff, as well as IT support for the field activities for DESC and DNSC. This includes Financial Operations, Logistics Operations, Information Operations, DLA Enterprise Services, Command Staff and other organizations as directed.
2. IT services provided include: IT operations, local area network and telecommunications management, system and database administration, end user support, IT helpdesks, application support, IT development, configuration management, system integration, system deployment, IT planning, and new technology infusion.
3. Develops, promulgates, and assesses Information Assurance support policies, including information security awareness and training and system, network, access control, and IT COOP and web site certification and accreditation. Forecasts long-range requirements for DLA IT and services (emerging technology).

### INFORMATION ASSURANCE (IA), J6FA (DESC-YFA)

#### MISSION

Provides specialized technical expertise on information assurance, infrastructure protection and knowledge theft. Information assurance involves protecting and defending information and information systems by ensuring their availability, integrity, authentication, confidentiality, and non-repudiation, including restoration of information systems by incorporation of protection, detection, and reaction capabilities.

#### FUNCTIONS:

1. Develops, promulgates, and assesses Information Assurance policies, including information security awareness and training, system, network, and web site certification and accreditation.
2. Manages the DLA (Fort Belvoir) Information Assurance Training, Education, Awareness and Professionalization program.
3. Provides support for Systems Access Control.
4. Provides the DLA HQC with IT Continuity of Operations (COOP) support.

5. Develops information security and defense in-depth training, education, and awareness program policies and implementation plans.

## IT INFRASTRUCTURE, J6FI (DESC-YFI)

### MISSION

Manages the Agency's IT infrastructure in Fort Belvoir which includes all of the hardware and software components that provide secure, interoperable computing solutions. Components of the IT infrastructure include: workstations, servers, firewalls, local area networks, wide area networks, telecommunications and the operating systems and other software used to efficiently and effectively operate, manage, and maintain the infrastructure. Responsible for the over-arching IT infrastructure. Provides specialized technical expertise on technical architecture, emerging technologies, information assurance compliance, infrastructure protection and knowledge theft.

### FUNCTIONS:

1. Ensures the operational maintenance, security and performance levels for Desktop Support of the DLA Headquarters Complex Staff, to include DESC and DNSC. IT services provided include: IT operations, local area network/telecommunications management, end user support, IT helpdesks, applications support, which includes the Desktop Support, as well as the remotely located Help Desk Call Center.
2. Plans, designs, develops, tests, implements and maintains network systems to include planning and scheduling the installation of new or modified hardware/software, allocating systems resources, and managing accounts, network rights, and access to systems and equipment.
3. Monitors the performance, capacity, availability, serviceability, and recoverability of installed systems, implements security procedures and tools, resolves hardware/software interface and interoperability problems.
4. Ensures systems functionality, integrity and efficiency, maintains systems configuration and manages the installation and integration of system patches, updates, and enhancements.

## DESKTOP SUPPORT, J6FID (DESC-YFID)

### MISSION

Provides the entire range of Desktop Support functions from level one Help Desk to level three technical support throughout the entire desktop lifecycle. Coordinate support, interface with customers, problem resolves, monitor resolutions, and track trends.

### FUNCTIONS:

1. Provide level one Help Desk support to end users. Log and track problem tickets, provide

- problem triage and priority identification. Resolve as many problems as possible on the first call and transfer those that cannot be resolved to tier appropriate level two activity.
2. Provide level two desk side support to end users, troubleshooting and resolving problems and providing assistance to the user as issues with using the desktop technologies.
  3. Measure and report service performance against negotiated service levels.
  4. Setup and initialization of hardware, operating system, interfaces, and standard applications.
  5. Installation, Moves, Adds, and Changes of desktop, printer/scanner, and server devices.

## SYSTEMS & DATABASE ADMINISTRATION, J6FIS (DESC-YFIS)

### MISSION

Provide systems and database administration on servers and networks, which comprise the infrastructure supporting all J6F customers and customer applications.

### FUNCTIONS:

1. Day to day systems administration on contracted servers, including troubleshooting and resolution of user problems related to file and print services, email services, application related service.
2. Day to day systems operations, including data backup/restore (server); space management and allocation; user account moves, adds and changes; execution of periodic systems utilities, automated software distribution, and application of operating system patches/fixes.

## IT CUSTOMER RELATIONS, J6FIC (DESC-YFIC)

### MISSION

Performs liaison and project management support directly to J6F customers, in some cases as embedded resources or resources dedicated to advocating for customers and users, and with the contractor support providers. Monitors automated ticketing system. Interface with customers to identify and escalate their issues and concerns.

### FUNCTIONS:

1. Reporting on automated ticketing system anomalies, trends, and customer issues/concerns.
2. Manage, report, analyze, and follow up regarding input from customer focus forums.
3. Provide headquarters messages to end users for upgrades, migrations, etc.
4. Resolve problems, sometimes acting in a desktop support capacity when collocated with remote customers.
5. Act as the J6F interface for customer requirements and as a technical advisor to the customers.

## IT SOLUTIONS, J6FS (DESC-YFS)

### MISSION:

Performs configuration management and applications support. Databases and applications supported can be complex systems requiring multiple Government subject management experts.

### FUNCTIONS:

1. Researches and develops solutions to customer requirements in mission areas from development through sustainment.
2. Provides services such as systems engineering, data warehouse design, data migration, requirements analysis, application support and testing, and configuration management.

## CONFIGURATION MANAGEMENT, J6FSC (DESC-YFSC)

### MISSION:

Manage, document, and track system changes and problems, to include planning, scheduling testing, and installation of new or modified hardware/software.

### FUNCTIONS:

1. Accept, manage, track, and report System Change Requests (SCRs) and Program Trouble Reports (PTR).
2. Maintain configuration control of managed software.
3. Test changes for functionality and integrity.
4. Program Trouble Report (PTR) resolution (hotlines/warmlines).

## APPLICATION SUPPORT, J6FSA (DESC-YFSA)

### MISSION:

Requirements definition and management, subcontract management, security and technical analysis, software design, risk analysis, coding, software quality assurance check, version control, and documentation preparation. Other areas of support include: Program Trouble Report (PTR) Resolution (Hotlines/Warmlines), Customer Assistance, Pre-SCR Analysis, and Statements of Work.

### FUNCTIONS:

1. Install and maintain enterprise management products.

2. Provide second level support for problems that cannot be resolved by the systems administrators.
3. Install and perform/coordinate the testing of new system software releases and updates in a test environment to determine impact on production.

## WEB DEVELOPMENT, J6FSW (DESC-YFSW)

### MISSION

Manage Web development projects that proceed through the following live-cycle management phases: analysis, design, development, testing, implementation, and support (on-going support includes maintenance, enhancements, and migration). The life-cycle analysis phase includes studying work processes, mission goals, and objectives to design a system which enhances employee productivity, meets system requirements, and increases customer satisfaction.

### FUNCTIONS:

1. Design, develop, and modify large information systems and web sites when there are complex requirements.
2. Performs design, development, modification, installation, implementation, and support of new or existing application software.
3. Performs planning, design, development, testing, implementation, and management of internal and external web sites.
4. Ensures that internal software quality assurance and configuration management practices are used when designing and developing large technically complex applications and/or subsystems.

## IT MANAGEMENT SUPPORT, J6FM (DESC-YFM)

Provide business expertise services for the Director of Information Operations, Fort Belvoir (J6F) for the efficient and effective use of resources. Perform acquisition, budget, analysis, and procurement functions. Serve as liaison with the Defense Enterprise Service (DES) contracting branch.

## RESOURCE MANAGEMENT, J6FMR (DESC-YFMR)

### MISSION

Business experts for resources, budget planning, facilities requirements and configurations. Mandated with Program Objective Memorandum (POM) development. Execute budget, identifying effectiveness and efficiencies.

## **FUNCTIONS:**

1. Perform research and analysis to prepare documentation for the Program Objective Memorandum (POM), as well as the execution and reporting on financial resources. Ensure contract oversight.
2. Perform liaison with facilities office to maintain office configurations.
3. Provide reporting vehicles to upper management regarding disposition of resources, POM issues and requirements, and procurement.
4. Inventory of all contracted hardware and software assets. This includes the development and maintenance of an asset database and tracking of assets from receipt through disposition.

## **IT PROCUREMENT, J6FMP (DESC-YFMP)**

### **MISSION**

Provide IT acquisition support, drawing on automated sources for inventory and control. Identify and reissue computers to end users with obsolete equipment. Support the Telework initiative with the issuance of Notebook/Laptop computers for home use.

Provide a wide array of computer-related equipment required by the DLA, DNSC, and DESC leadership and customer base. Ensure compliance with policy guidelines for equipment issues.

### **FUNCTIONS:**

1. Order and issue new IT equipment; follow up for resolutions.
2. Track inventories, licensing requirements, and interface with customers.
3. Identify customer issues and concerns, report on inventory equipment status.
4. Assist resource analysts with future fiscal year projections for IT equipment.

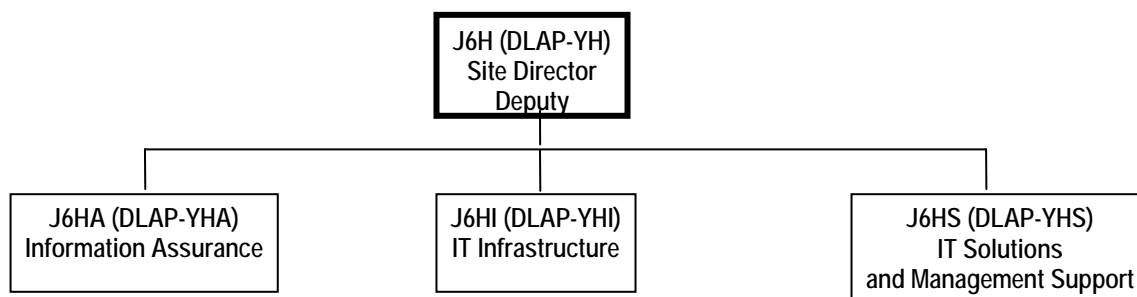
## **J-6 NEW CUMBERLAND J6N (DDC-YN)**

### **MISSION:**

J6N (DDC-YN) provides IT services to all elements of the Defense Distribution Center, the Document Automation and Production Service (DAPS), J-1's Customer Support Office-New Cumberland (CSO-N), and the Systems Integration staff aligned with Utah but physically located in New Cumberland. The DAPS is responsible for all printing services and related automation technology in support of the DOD. J6N is responsible for management of all major Automated Information Systems in support of DDC and DAPS locations worldwide. The following organizational elements and their missions, functions, and resources are affected as follows:

1. IT Operations, J6NO (DDC-YNO) is responsible for oversight and execution of the IA program supported by J6N; responsible for technical support and operation of J6N IT infrastructure; responsible for providing IT solutions to all systems and users supported by J6N.
2. Information Assurance, J6NOA (DDC-YNOA) is responsible for oversight and execution of the IA program covering all systems and users supported by J6N.
3. IT Infrastructure/Solutions, J6NOI (DDC-YNOI) is responsible for providing technical support and operation of all aspects of the J6N IT infrastructure, including servers, desktops, systems, LAN/WAN, and help desk support. It is also responsible for providing IT solutions to all systems and users supported by J6N.
4. IT Management Support, J6NOM (DDC-YNOM) is responsible for all IT administrative support, budget formulation, and related management functions.
5. DSS, J6NG (DDC-YNG) is responsible for the Distribution Systems Support (DSS) functions.
6. DSS Solutions, J6NGS (DDC-YNGS) is responsible for all DSS Support, Data and Configuration Management, Application Development, and Hardware and Technical Support.
7. Depots, J6ND (DDC-YND) provides IT support of DSS at the Depots.
8. Directorate of Document Management Services, J6NH (DAPS-YN) provides information operations oversight, leadership, and focus in the DAPS role as provider of best value document automation, management, and production solutions in support of the DOD and the Federal Executive Branch Agencies. The mission includes establishing an overall document strategy, including modules that address document composition, document management, records management, knowledge management, digital asset management, output and distribution of digital and hardcopy information.

1. DLAP-YH (J-6 Pacific, J6H)



INFORMATION OPERATIONS – PACIFIC (J6H)

## MISSION:

Provides Information Technology (IT) services to the Defense Logistics Agency in the Pacific.

## DIRECTOR (J6H)

## FUNCTIONS:

1. Provides IT services including communications and system support, network operations and information assurance to DLA organizations in the Pacific region.
2. Ensure that DLA and DOD IT policies, standards and guidance are adhered to.
3. Provides system life cycle management, IT resource acquisition, and new technology evaluation.

## INFORMATION ASSURANCE (IA) (J6HA)

## MISSION:

Implement and sustain a DLA J6HA Information Assurance (IA) Program to ensure the confidentiality, integrity, authentication, non-repudiation, and availability of sensitive and classified information systems and resources. In support of the DLA J6HA, Director, Information Operations-Pacific (J6H), implements the DLA IA Program Plan that outlines the agency's strategic goals and objectives and directs the execution of all assigned IA missions and responsibilities.

## FUNCTIONS:

1. Principal advisor to the J6H on all IA matters in the Pacific.
2. Implements the DLA IA strategic goals and objectives to meet DOD policy requirements. Ensures the implementation and sustainment of a comprehensive IA program.
3. Implements DLA Information Assurance policy and technical guides.
4. Manages the DLA Security Awareness, Training and Education (SATE) program to heighten the awareness of agency personnel and provide for the professional development of IA resources.
5. Implements and sustains processes and tools to ensure the Agency's compliance with applicable public law, DOD and DLA IA policy.
6. Is responsible for Critical Infrastructure Program (CIP), IT Continuity of Operations (IT COOP) and Public Key Infrastructure (PKI) programs.

## INFORMATION TECHNOLOGY (IT) INFRASTRUCTURE (J6HI)

### MISSION:

Provides a reliable IT infrastructure for DLA pacific-wide electronic business services that support DLA and DOD strategic objectives. Coordinates with DLA information operations activities to ensure the Agency's IT infrastructure is effective, efficient and available. Provides customers with reliable network services with bandwidth on demand and available.

### FUNCTIONS:

1. Coordinates and collaborates on Agency-wide governance processes for IT infrastructure.
2. Ensures that IT infrastructure meets DLA architecture guidelines.
3. Monitors the performance, capacity, availability, serviceability and recoverability of installed IT capabilities; implements security procedures and tools; resolves hardware/software interface and interoperability problems; and ensures continued operation for IT capabilities as identified by the DLA business community.
4. Responsible for the management of IT configurations, including system patches, updates and enhancements.
5. Manages IT infrastructure services to include storage, directory services, messaging and capacity management.
6. Provides technical advice and support to DLA Pacific customers on telecommunication policies and procedures necessary to meet DLA's mission.

## INFORMATION TECHNOLOGY (IT) SOLUTIONS (J6HS)

### MISSION:

Establishes effective partnerships with DLA customers, other DOD activities and Agencies. Develops, applies and assesses the implementation of DLA IT management policies, plans, programs, operations and functional systems in accordance with DLA guidance and policy. Provides business support services for J6H staff offices.

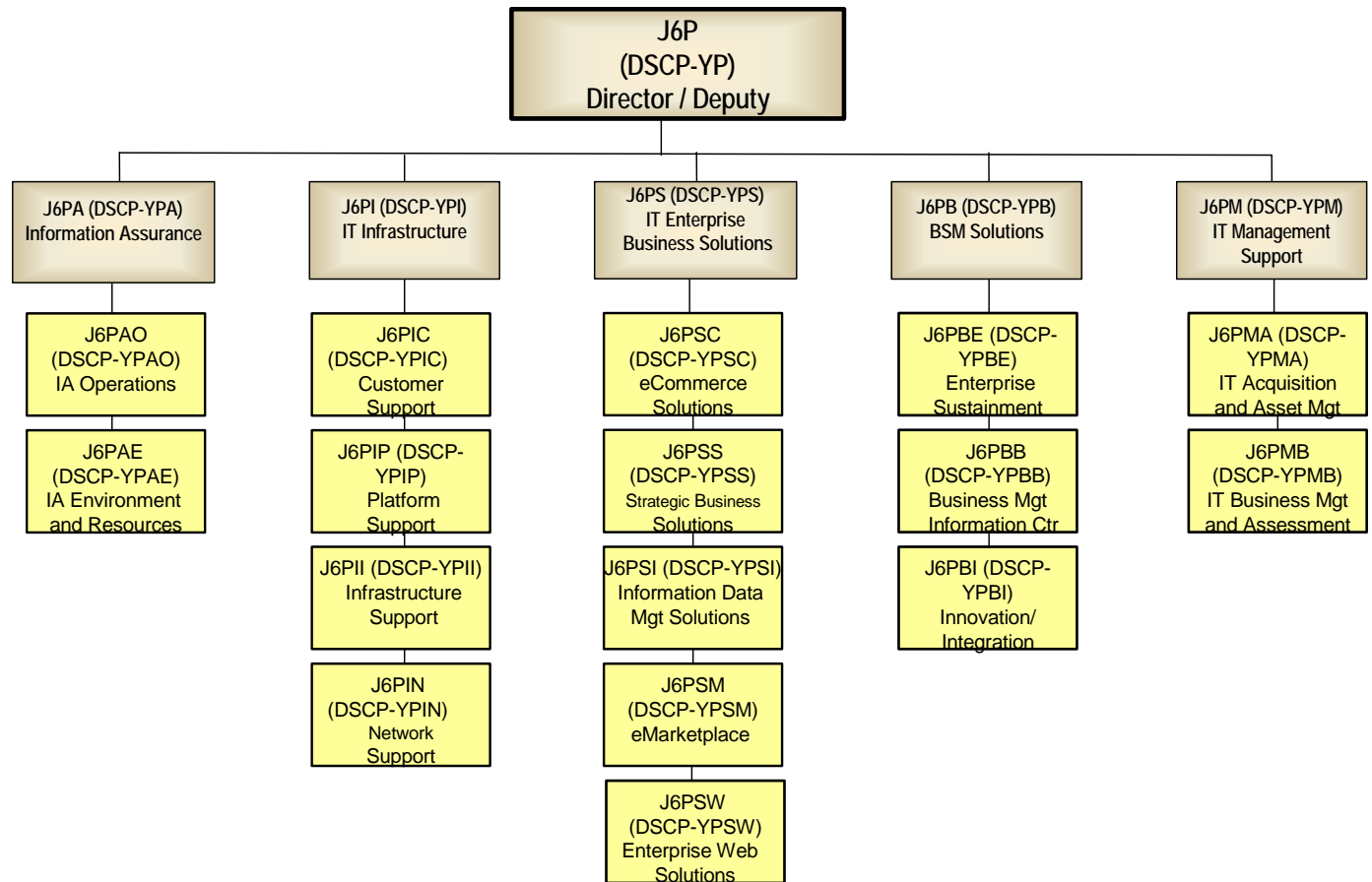
### FUNCTIONS:

1. Collaborates with J6 to set strategies, design and implement standard processes, set performance targets, determine resource requirements and establish core competency requirements.

2. Provides centralized planning policy, development and maintenance/sustainment of DLA systems.
3. Provides AIS configuration management.
4. Manages system functional and technical configurations.
5. Develops, implements, and administers a change control and tracking procedure for supply, procurement, financial and service center functional requirements. Provides status to all interested parties.
6. Responsible for development and evaluation of IT Products, document automation, eBusiness and Web development/maintenance.
7. Prepares the J6H budget submission and is responsible for tracking funds.
8. Manages the Asset Management Program.
9. Is responsible for IT Acquisition, Customer Relationship Management (CRM), IT Metrics and software licenses.
10. Is responsible for IT Contract Management and IT procurement and purchases.
11. Provides administrative support for IT functions.
12. Serves as the J6H Training Manager and Training Officer. Manages the J6H Training Program responsible for developing Individual Development Plans.

## 2. J-6 Philadelphia, J6P (DSCP-YP)

### 5000 INFORMATION OPERATIONS (J-6) PHILADELPHIA



#### MISSION:

Provides IT services and related support for DLA, non-DLA, and internal J-6 customers.  
Provides supported activities with the IT services to enable them to focus on DLA's mission in support of the warfighter by concentrating on service planning and investment as well as service delivery covering the entire IT support service life cycle.

### 5100 OFFICE OF THE DIRECTOR, J-6 PHILADELPHIA (J6P)

#### MISSION:

Serves as the J-6 Philadelphia knowledge broker at the Defense Supply Center Philadelphia, providing comprehensive, best practice Information Technology (IT) support to the Department of Defense (DOD)/DLA Logistics Business Community, resulting in the highest quality information systems, customer support, efficient and economical computing, data management, electronic business, and telecommunication services.

Serves as principle information technology advisor for J-6 at the DSCP site. Provides guidance, planning and administration, and information technology management support. Responsible for operational control and coordination of all site-managed automated information systems (AIS') in a multi-platform environment. Administers enterprise and site problem reports, system change requests, and system management release programs. Responsible for operating the table management system, and software quality assurance and quality assurance test programs for assigned AIS'. Responsible for operating the IT documentation center and oversight/management of applicable IT contracts. Ensures development and execution of system plans in accordance with automated information system concepts, standards, and architecture. Responsible for security administration of assigned systems, system administration of assigned mid-tier platforms, oversight management of the Local Area Network (LAN), end user computing support, and other mid-tier platforms. Manages a multi-function communications facility, including Defense Messaging System (DMS), Video Teleconferencing, long distance learning, worldwide communication networks, and local telephone system. Serves as the principal advisor to the supported sites pertaining to future enhancements and the direction of systems and applications. Represents the J-6 organization and the site Commander to other DOD/Federal agencies, including Office of the Secretary of Defense, the Military Services and industry.

The J6P Director personally serves as the DSCP Information Technology Systems Certification Authority (CA), the official responsible for performing the comprehensive evaluation of the technical and non-technical security features of an IT system and other safeguards, made in support of the accreditation process, to establish the extent that a particular design and implementation meet a set of specified security requirements. Supports the Designated Approving Authority (DAA) as the technical expert in the Certification and Accreditation (CA) process. Assists the DAA in review and approval of the System Security Authorization Agreements (SSAA). Provides the DAA with certification status and an accreditation recommendation based on their documented residual risk.

#### **FUNCTIONS:**

1. Provides guidance and oversight for all J6P business operations.
2. Oversees development of J6P plans, policies, programs, processes, practices, systems, resources and metrics for all J6P IT functions.
3. Represents the Site Commander to DLA and other DOD/Federal agencies, including Office of the Secretary of Defense, the Military Services, and industry.
4. Oversees technical IT processes and procedures to ensure end user satisfaction with J6P's IT services delivery and assure timely and quality support.
5. Oversees and directs customer satisfaction analysis and enhancement through data collection, analysis and information flow facilitation.
6. Directs and oversees corporate IT activities, including equipment/software acquisition, systems development, end-user support, data integrity and data security.
7. Markets and manages research and development in emerging technologies.
8. Actively participates in various site and Headquarter decision-making meetings, such as Information Operations Panel, Board of Directors, etc.

## 5200 INFORMATION ASSURANCE (J6PA)

### MISSION:

Implements a DLA governance process for the adoption of IT products and services, while ensuring reliable security and effective recovery processes for all identified IT capabilities. Manages the J6P Information Assurance Program (IAP) which provide a secure data and operating environment for DLA systems, networks, and websites. IA program requirements include protecting and defending information systems by ensuring their availability, integrity, and confidentiality, by assessing risks, mitigating vulnerabilities, detecting and preventing intrusions, responding to incidents and restoring systems involved in cyber attack. Participates in projects, programs and initiatives involving/affecting IT Continuity of Operations Planning (IT COOP). Provides policy development and specialized practical knowledge on IA program requirements to include establishment of J-6-wide IA responsibilities, awareness, and training, protecting and defending information systems by ensuring their availability, integrity, and confidentiality, assessing risks, and detecting and preventing intrusions. Provides IA research and development interface. Provides policy development and technical proficiency on IA program requirements to include protecting and defending information systems by assessing risks, reducing vulnerabilities, responding to incidents and restoring systems involved in cyber attack. Coordinates with HQ DLA and other DLA activities for all assigned responsibilities and to assure consistent implementation and planning of Agency policies.

The Chief, J6PA personally serves as J6P IA Systems Program Manager (PM), under the direction of the DLA corporate IA mission. Manages the J6P Information Assurance and Configuration Management programs, ensuring that enterprise concepts/standards are instituted. Responsible for planning and budgeting adequate resources in support of the J6P IA program. Reviews security deficiencies and monitors action to achieve an acceptable security level. Monitors implementation of security countermeasures, ensures Memorandum of Understanding (MOU)/Memorandum of Agreement (MOA) are in place for all non-DLA systems for which the system(s) provides IT support services. Ensures MOU/MOA are in place for outsourced IT support services and that specifications for IT hardware, software, maintenance services, supplies, or services containing IT security requirements are included in all contracts and Statements of Work (SOWs). Ensures that adequate and trained IA professionals are assigned to support the J6P Command Security Program. Obtains PM IA training certification levels as described in the DLA ATE Plan within the timeframes established in the ATE Plan.

### FUNCTIONS:

1. Participates in the implementation of J-6 policies, procedures, plans and programs.
2. Provides Director with recommendations on J-6 management efforts and issues to include strategic planning, organizational design, proposed mission/system changes, workload priority, resourcing, and funding.
3. Develops and maintains liaison internally within DLA and DOD and other Government agencies, private industry, technical societies, academic institutions, and others associated with assigned functional/technical areas and related programs.

4. Develops assigned portions of the operating program budget and justification to support resource requirements for the organization managed and, as applicable, for the functional/technical program activity-wide.
5. Participates in reviews and analyses of the organization managed, including operations, costs, and performance, to determine and evaluate efficiency, effectiveness and outcomes. Develops / participates in development of performance measures, data, statistics, charts and management information.
6. Evaluates workload forecasts; reviews proposed mission / systems changes and near and long-term plans, and provides specific recommendations concerning resource requirements for organization managed.
7. Develops and coordinates proposals for reorganization or realignment of functions managed, including defining new work and tasks and developing new position descriptions.
8. Maintains state-of-the-art technical knowledge and competence through training, consultation with private industry, academia and other agencies; and through appropriate information exchange media, i.e., schools, symposiums, conferences and research. Determines and coordinates training requirements for assigned personnel.
9. Develops and maintains technical and administrative documentation appropriate for organization managed, including but not limited to user manuals, staff instructions, standard operating procedures and technical guides.
10. Prepares and submits personnel awards, suggestion evaluations and portions of historical reports.
11. Develops, maintains and administers a system of internal management controls within the area managed.
12. Develops requirements for organizational support for inclusion in Interservice Support Agreements (ISAs) and Performance Based Agreements (PBAs) between J6P and external service providers.
13. Participates in development and coordination of responses to inquiries and reports including Congressional inquiries, DOD Inspector General reports, Government Accounting Office audits and reports and management reviews.
14. Acts as Contracting Officer's Technical Representative (COTR) for contracts relating to applicable mission areas.
15. Participates in DLA Information Technology programs and teams, as required. As delegated, represents J6P on these efforts.

## 5201 IA ENVIRONMENT AND RESOURCES (J6PAE)

### MISSION:

Implements the DLA Information Assurance (IA) program. Ensures the technical and managerial measures designed to ensure the confidentiality, possession or control, integrity, authenticity and utility of information and information systems is in place. Acts as the IA Consultant to the J6P Director and the Site Commander. Develops systems security contingency plans and monitors security events to determine impact and implement corrective actions. Manages intrusion detection/firewalls and directs and/or participates in system/data intrusion events. Plans and coordinates the activity's compliance with IT Disaster Recovery aspects of

policies and requirements. Develops J6PA input for data-calls, reports, briefings, presentations, etc. involving IA and other assigned initiatives. Plans and coordinates the activity's compliance with IA policies and requirements. Plans, budgets, and executes adequate resources in support of assigned programs.

## FUNCTIONS:

### Information Assurance (IA)

1. Manages the Site's Information Technology Security program.
2. Provides specialized technical expertise on IA, infrastructure protection, and knowledge theft.
3. Coordinates and assigns DLA CERT notices (Taskings, Bulletins, Advisories, and Hotlists). Submits the J6P Response to DLA CERT taskings.
4. Analyzes J6P IT infrastructure for potential security vulnerabilities.
5. Assists the Designated Approving Authority (DAA) in review and approval of System Security Authorization Agreements (SSAA). Provides the DAA with certification status and an accreditation recommendation based on their documented residual risk.
6. Supports the Certification Authority (CA) as the technical expert in the Certification and Accreditation (CA) process.
7. Provides oversight for the certification requirements review.
8. Coordinates various activities of the Certification and Accreditation (C&A) process.
9. Implements DOD C&A tasks in support of the Designated Approving Authority (DAA).
10. Provides IA configuration requirements to support the IT environments, CM, and CCB requirements.
11. Performs DITSCAP certification and accreditation for the J6P IT environment and its hardware, software and application components. Provides the J6P Designated Approving Authority the analysis, studies and research into IT security issues within the environment.
12. Plans, develops, implements, and monitors programs and policies for carrying out intrusion detections, security tests, evaluations and inspections of the J6P IT environment.
13. Plans, develops, and implements procedures for reporting and investigating violations and breakdowns in IT security safeguards.
14. Analyzes the safeguard procedures and countermeasures designed to guard the Operational Architecture against natural hazards and security threats, and, in conjunction with computer facility management, establishes new or revised safeguards to correct deficiencies.
15. Makes technical judgments of the system's compliance in both technical and non-technical security features, system features and other safeguards, and ensuring design compliance with security policy.
16. Assists HQ DLA in the performance of IT security surveys and studies, as required.
17. Provides policy interpretation and documents system security.
18. Schedules system security test and evaluations (ST&E) in accordance with DOD Manual 8500.2M.

19. Participates in network and systems design to ensure implementation of governing systems security policies.
20. Conducts vulnerability analysis of all J6P Information Resources. This includes all tiers operated on or off-site, Telecommunications, Internet, Intranet or Extranet, and any new technologies.
21. Reviews security deficiencies and monitors action to achieve an acceptable security level.
22. Monitors implementation of security countermeasures needed to maintain adequate protection.
23. Ensures MOU/MOA's are in place for all non-DLA systems for which the system(s) provides IT support services.
24. Ensures MOU/MOA are in place for outsourced IT support services.
25. Ensures that specifications for IT hardware, software, maintenance services, supplies, or services containing IT security requirements are included in all contracts and Statements of Work (SOWs).
26. Reviews regional support agreements, security conformance and Inspector General reviews as appropriate.
27. Serves as the J6P Information Assurance Manager (IAM) for the site's systems, application, and tiers.
28. Serves as the Automated Information Assurance Manager (AIAM) for assigned systems.
29. Provides guidance to the assigned IAO and System Administrators to ensure systems, networks, and web sites are used properly.
30. Provides guidance to Information Assurance Officers (IAO's) and System Administrators for resolution of security anomalies or integrity deficiencies.
31. Determines releasability/security validation and resolution of information. (JNB).
32. Directs and oversees corporate data security.
33. Ensures security of data provided through Internet order placements.
34. Periodically reviews transaction logs for potential security violations. Prepares reports as required.
35. Supports users through communication and ad hoc security fixes.

#### Information Systems Security

1. Conducts risk and vulnerability assessments of planned and installed systems and software.
2. Conducts systems security evaluations, audits and reviews. Identifies vulnerabilities, risks and protection needs.
3. Develops and/or tests systems security contingency plans for disaster recovery procedures.
4. Participates in the gathering, analysis and preservation of evidence used in the prosecution of computer crimes.

#### Intrusion Detection/Firewalls

1. Manages security management system for computers and networks.

2. Manages the firewall, consisting of a set of related programs, located at the network gateway server, to protect the resources of the private network from users from other networks. IA provides oversight but Infrastructure provides execution.
3. Supports site's and DLA's initiatives on the firewall.
4. Coordinates with the IAO to assure adequate security measures are implemented.

#### Critical Infrastructure Program

1. Ensures all measures to protect the infrastructures critical to the national and economic security of the country are in place.

#### Data Encryption/PKI

1. Ensures programs and practices are in place that enable users of basically unsecure public networks such as the Internet to securely and privately exchange data and money through the use of a public and private cryptographic key pair that is obtained and shared through a trusted authority.
2. Monitors J6P's PKI Program to ensure compliance with governing security standards.
3. Oversees J6PI's encryption or conversion of data into cipher text so it cannot be easily understood by unauthorized people.
4. Oversees J6PI's decryption or conversion of data back into its original form so it can be understood.

#### 5202 IA OPERATIONS (J6PAO)

##### MISSION:

Implements policies and procedures which ensure information systems reliability and accessibility while preventing/defending against unauthorized access to systems, networks and data managed/supported by J6P. Manages and monitors Configuration Management (CM) for all J6P serviced/supported systems and software. Facilitates the local Configuration Control Board (CCB). Participates as a member of the DLA CCB. Plans, determines requirements, coordinates and provides IA training for organizations supported by J6P. Develops J6PA input for data-calls, reports, briefings, presentations, etc. involving systems security measures, certifications and investigations and other assigned initiatives. Plans, budgets, and executes adequate resources in support of assigned programs.

##### FUNCTIONS:

#### Configuration Management (CM)

1. Implements, manages and maintains the J6P Configuration Management program.
2. Ensures compliance with DLA and J6P technical infrastructure and architectural guidelines.
3. Implements and insures compliance with DLA/DOD configuration management policies and directives.

4. Acts as the CM Consultant to the J6P Director and to J6PCommand.
5. Controls the identification and definition of configuration items (CI) to include software, hardware, communications and documentation and all affected changes to CI items.
6. Coordinates the establishment and maintenance of CI baseline data records and their changes.
7. Conducts periodic audits of systems used to maintain control of local CIs and reviews local procedures to ensure compliance with the CM plan.
8. Keeps detailed records and updates information that describes the computer systems and networks, including all hardware and software components.
9. Administers the configuration management plan for new system design in accordance to Life Cycle Management procedures.
10. Provides software configuration, release and implementation management and technical support for data query reporting.
11. Serves as program/project manager for initiatives related to the site's information technology architecture and integration with DLA, DOD, and other customer platforms.
12. Serves as J6P's focal point for standard architecture modernization planning.
13. Establishes and maintains liaison with HQ DLA, service/agency, and contractors to execute strategies for improved configuration management processes.
14. Administers the problem reporting system, including developing and enforcing policies, procedures and inquiries regarding problem report processing for the site.
15. Maintains J6P system managers' logs to ensure an audit trail for the resolution of problems.
16. Chairs, leads, and/or participates in boards controlling the configuration of the system (e.g., Configuration Control Board (CCB), the J6P Technical Review Board, etc.)
17. Serves as a voting member of the DLA CCB.
18. Makes presentations to the DLA CCB.
19. Administers the Software Quality Assurance program, including participation in establishing and enforcing policies, plans, standards and procedures pertaining to the management and integration of system requirements.
20. Coordinates system releases with the development and operation organizations as well as and/or with contractors.
21. Develops and enforces policies to manage IT software configuration, including inventory controls, software library change controls, and auditing procedures.
22. Maintains control of "frozen library" to ensure all application software placed in production is the tested version from the frozen library.
23. Controls and performs software population from the "frozen libraries" to production.
24. Operates an automated data processing documentation center and ensures all documents residing in it are secure.
25. Approves CM elements of new IT-related projects.
26. Maintains industry best practices and keeps abreast of new CM technologies.
27. Participates in Agency Seminars and Conferences regarding CM/IA.

#### Access Control - System

1. Manages access to the DLA Network (i.e., the use1 domain).

2. Performs IT security access control for assigned automated information systems, utilizing tools such as the Resource Access Control Facility (RACF) and User Management System (UMS) security software.
3. In coordination with NIMA ISDII, determines releasability/security validation and resolution.
4. Provides access to the various systems supported by J6P, including security/exclusion of commercial entities from viewing data.

#### IA Training

1. Develops and implements programs to ensure that systems, network and data users are aware of, understand and adhere to systems security policies and procedures.
2. Ensures all employees supported by J6P understand the concepts and perspectives relative to information assurance.
3. Ensures Information Management professionals receive technical IA training in their responsible areas.

#### 5300 BSM SOLUTIONS (J6PB)

##### MISSION:

Partnering with DLA J-6 Columbus, provides program management for the BSM Program, specifically the acquisition of modern system in lieu of the legacy materiel management systems. The BSM strategy will result in a new enterprise IT architecture which will enable DLA to reengineer its logistics process to reflect best commercial practices and to improve military readiness. Develops and executes information architecture business strategies and programs impacting DLA logistics support efforts throughout DOD and DLA. Responsible for managing, controlling, tracking, and reporting all Business Systems report development and integration projects from receipt of the requirement throughout the product's lifecycle. Resources project work through coordination with other J6P organizations and/or contractors, as needed. Provides Information Technology (IT) solutions for Business Systems Modernization automated information systems (AIS) in support of the Defense Logistics Agency (DLA). This mission requires: (1) guiding the introduction of new COTS-based applications into DLA and J6P; (2) performing necessary requirements analysis and definition and integration of business systems software in support of DLA's business needs; (3) participating in evaluation, integration, and testing of IT solution sets; (4) ensuring the business goals of the DLA Strategic Plan are considered in the decision-making process as applicable; and (5) performing continuous evaluation of J6P systems management lifecycle processes to ensure compliance with the objectives and goals of the applicable Capability Maturity Model. Responsible for all BSM enterprise reporting from BSM and the business warehouse, to include developing method of data extraction, report development, generation and evaluation and delivery of such information to the various BSM customers, and outside agencies. Participates in DLA Information Technology programs and teams, as required. As delegated, represents J6P on these efforts.

##### FUNCTIONS:

1. Provides management liaison with customers.
2. Assists customers to ensure functional design is in accordance with Agency strategies.
3. Provides cost-effective, efficient, customer-focused IT solutions designed to move AIS's maintained by J6P into a virtual enterprise.
4. Provides IT services and support for DLA-owned business systems to include application design, data administration, development, integration and implementation in support of the DOD, DLA, DFAS, Military Services, and Civilian Agencies.
5. Assists DLA in the process of requirements and business systems analysis to define customers' needs and desired improvements for systems being maintained or developed.
6. Manages and coordinates systems development lifecycle activities to design, develop, integrate, test, document, and release products that implement the functionality desired by the customer.
7. Translates business requirements into IT terms for benefit of the J6P Branch Managers. Translates IT terms into business or layperson language for benefit of the stakeholder community.
8. Monitors trends and developments from all relevant technology, business, and political perspectives. Shares that information with stakeholders and the J6P Leadership group.
9. Collaborates with stakeholders and customers to identify and understand new business requirements that are candidates for innovative IT solutions.
10. Advises stakeholders and customers on advanced technology that may provide new or improved IT solutions to existing or emerging business requirements.
11. Advises and works with stakeholders and customers during the definition (mission analysis) phase of the IT investment / portfolio management process in such areas as identifying material IT requirements, recommending candidate solutions, developing a Mission Need Statement (MNS), and a Rough Order of Magnitude Business Case Analysis (ROM BCA).
12. Advises and works with stakeholders and customers during the selection phase of the IT investment / portfolio management process to conduct corporate portfolio assessments, especially in such areas as risk, architecture, infrastructure and impact across portfolios. After implementation, participates in the evaluation phase, assessing program / project impact on mission performance. Recommend changes, modifications, or termination of the program/ project as warranted.
13. Performs Standard Management Responsibilities as identified in Annex A.
14. Performs Standard Project Management Responsibilities as identified in Annex B for software development projects, including COTS Based Systems Development.
15. Oversees all customer requests for information from BSM and the Business Warehouse.
16. Responsible for ensuring that all essential BSM and Business Warehouse reports are developed in accordance with customer requirements and available as needed.
17. Participates in the implementation of J-6 policies, procedures, plans and programs.
18. Provides Director with recommendations on J-6 management efforts and issues to include strategic planning, organizational design, proposed mission/system changes, workload priority, resourcing, and funding.
19. Develops and maintains liaison internally within DLA and DOD and other Government agencies, private industry, technical societies, academic institutions, and others associated with assigned functional/technical areas and related programs.

20. Develops assigned portions of the operating program budget and justification to support resource requirements for the organization managed and, as applicable, for the functional/technical program activity-wide.
21. Participates in reviews and analyses of the organization managed, including operations, costs, and performance, to determine and evaluate efficiency, effectiveness and outcomes. Develops / participates in development of performance measures, data, statistics, charts and management information.
22. Evaluates workload forecasts; reviews proposed mission / systems changes and near and long-term plans, and provides specific recommendations concerning resource requirements for organization managed.
23. Develops and coordinates proposals for reorganization or realignment of functions managed, including defining new work and tasks and developing new position descriptions.
24. Maintains state-of-the-art technical knowledge and competence through training, consultation with private industry, academia and other agencies; and through appropriate information exchange media, i.e., schools, symposiums, conferences and research. Determines and coordinates training requirements for assigned personnel.
25. Develops and maintains technical and administrative documentation appropriate for organization managed, including but not limited to user manuals, staff instructions, standard operating procedures and technical guides.
26. Prepares and submits personnel awards, suggestion evaluations and portions of historical reports.
27. Develops, maintains and administers a system of internal management controls within the area managed.
28. Develops requirements for organizational support for inclusion in Interservice Support Agreements (ISAs) and Performance Based Agreements (PBAs) between J6P and external service providers.
29. Participates in development and coordination of responses to inquiries and reports including Congressional inquiries, DOD Inspector General reports, Government Accounting Office audits and reports and management reviews.
30. Acts as Contracting Officer's Technical Representative (COTR) for contracts relating to applicable mission areas.
31. Responds to operational emergencies (i.e., hotlines) on a 24x7 basis. Participates in analysis and resolution of systems/software/hardware/network problems and deficiencies that affect mission critical or mission essential IT.

#### 5301 BUSINESS MANAGEMENT INFORMATION CENTER (J6PBB)

##### MISSION:

Tracks, analyzes, and manages project workload, resource utilization and other related product management data for the reporting requirements of Business System Modernization (BSM) Project, so that accurate and timely reports and metrics can be provided to J-6 management and DLA Headquarters. Provides project management, business area, technical, knowledge transfer, RICE support, along with Business Warehouse Integrated Process Team support, for the BSM Effort. Serves as liaison between the site and contractors supplying new technology, while

resolving operational, technical, and quality assurance problems related to internal and external BSM reporting. Responsible for all BSM enterprise reporting requirements emanating from BSM and the business warehouse. This includes report development, generation, evaluation, and delivery of such information to the various BSM customers, and outside agencies.

#### **FUNCTIONS:**

1. Serves as principal local advisor and central point of contact for business systems technical integration support related to BSM reporting requirements. .
2. Ensures that business systems technical integration directives and instructions are in compliance with applicable standards.
3. Manages business systems technical integration resource utilization.
4. Participates in joint technical and management reviews.
5. Performs software design and programming in support of data extraction and reporting requirements.
6. Performs unit integration and testing, analyzing test results and preparing test reports. Supports all phases of testing, including development of test plans, as necessary.
7. Prepares support manuals and user manuals and submits for publication.
8. Prepares for software transition to the customer and transitions software to the designated support site and its production environment.
9. Participates in configuration management, software product evaluation, and software quality assurance.
10. Participates in analysis and resolution of system/software problems and deficiencies related to operational business systems.
11. Participates in development and maintenance of the test data base.
12. Prepares, specifies or contributes to technical studies required for project planning.
13. Develops and conducts business systems technical training as appropriate.
14. Provides resident technical support for proprietary and J6P developed software at user locations.
15. Conducts research and investigation into technological developments in the business systems integration arena, including integration methodologies and tools.
16. Assists in development and/or reviews and approves technical requirements in support of acquisitions.
17. Develops and generates all reports out of BSM Business Warehouse.

#### **5302 ENTERPRISE SUSTAINMENT (J6PBE)**

#### **MISSION:**

Partnering with the DLA J-6 Columbus sustainment staff, develops and maintains the DLA enterprise information architecture in conjunction with Agency-wide business process reengineering and systems modernization. Develops and executes information architecture business strategies and programs impacting DLA logistics support efforts throughout DOD and DLA.

#### **FUNCTIONS:**

1. Manages the requirements integration resources. Analyzes and defines system requirements.
2. Assures that software products and plans remain consistent within the requirements baseline.
3. Participates in the testing of business systems software.
4. Ensures the implementation of the requirements meets the customers' needs.
5. Ensures customer security and privacy requirements are addressed in the requirements specification and design.
6. Develops software requirements specifications and interface requirement specifications and conducts acceptance reviews with J6C customers.
7. Develops the test plan for assigned tests. Prepares test cases, procedures, and data. Analyzes and records test results in a software test report.
8. Designs the user interface.
9. Develops the requirements for a standard test environment and assists in the development and verification of the test databases.
10. Develops and maintains requirements documentation and user manuals. Assists during the deployment and transition of the system to the operational site(s).
11. Assists J6C customers at the operational and end-user levels to analyze and resolve system problems.
12. Participates in Independent Validation and Verification (IV&V) functions and audits to ensure requirements accuracy and trace-ability.
13. Supports workflow management system processes, providing user assistance as needed.
14. Participates in system certification and accreditation processes.
15. Assists in development and/or reviews and approves technical requirements in support of acquisitions.
16. Performs software design, development, testing and implementation in support of BSM sustainment requirements.
17. Drafts program technical specifications to satisfy existing requirements specifications.
18. Develops software items based on requirements and technical specifications.
19. Tests software items based on existing test plans.
20. Conducts performance tests of software items.
21. Participates in peer reviews of software items.
22. Migrates software items from the development platform to the test and production platforms, following existing configuration management guidelines.
23. Participates in configuration management, software product evaluation, and software quality assurance.
24. Establishes project schedules and monitors adherence.
25. Manages and coordinates systems development lifecycle activities to design, develop, integrate, test, document, and release products that implement the functionality desired by the customer.
26. Participates in joint technical and management reviews.
27. Provides resident technical support for proprietary and J6P developed software at user locations.
28. Helps obtain contractor support and services for IT systems projects.

## 5303 INNOVATION / INTEGRATION (J6PBI)

### MISSION:

Assesses, develops, and delivers a full range of IT solutions necessary to support the transformation and sustainment of the J6P mission and its associated commitment to the warfighter. Includes the sustainment and evolution of an overarching DLA enterprise architecture, determination of proposed solutions, delivery of desired solutions (including oversight of serviced activities, and sustainment of those solutions that are initially developed and delivered under a program manager), assurance that the solutions meet customer needs, and the effective integration of J6P's IT solutions with other existing or planned logistics IT solutions in DLA/DOD. Provides SAMMS Uniques and Legacy system support. Serves as a liaison between J6P users and DAPS and provides Site-Wide user support to Commodities regarding repost being viewed on the intranet and data that is printed.

### FUNCTIONS:

1. Coordinates staff assistance to resolve operational, technical, and quality assurance problems related to new technology initiatives.
2. Leads matrixed teams of multi-functional experts to plan, develop, coordinate, and implement IT-related programs.
3. Develops project evaluation plans, procedures, and methodologies. Ensures projects, plans, procedures, and methodologies are consistent and confirm to all applicable laws, policies, and practices.
4. Develops and assists with the continual modification and implementation of applications and assures the incorporation of new business needs and requirements.
5. Develops and documents plans to implement systems modifications.
6. Establishes project schedules and monitors adherence.
7. Helps obtain contractor support and services for IT systems projects.
8. Participates in planning for systems development when locally executed.
9. Provides cost/benefit analyses and requirements analysis to support hardware/software procurements.
10. Plans, designs, programs, implements and documents automated information systems (AIS') as directed by HQ DLA.
11. Develops technical requirements for system change requests (SCRs). Develops and prepares the system change request (SCR) and SMR programs for the Site.
12. Tailors and maintains Site-unique software programs.
13. Tailors and maintains Site-unique job control language (JCL).
14. Provides application support to the Site, its supported organizations and DISA to correct software malfunctions.
15. Maintains unique applications per DLA/DOD regulations, manuals, standards and user requirements.
16. Serves as DOD/Agency focal point to determine the source(s) and cause(s) of managed AIS application software malfunctions.
17. Initiates appropriate action(s) for problem resolution.
18. Provides SAMMS Uniques and Legacy system Support.

19. Identifies, organizes, documents and tracks the changing requirements of an information technology project.
20. Analyzes and makes recommendations regarding the feasibility and applicability of system design for assigned automated information systems.
21. Performs system analysis and serves as computer technical advisor.
22. Determines new state-of-the-art methods of managing technical data.
23. Analyzes supported functional manager requests for local systems changes, and translates functional requirements into a requirements statement or systems concept paper. Evaluates systems design alternatives, selects best approach and develops systems specifications.
24. Aids in identifying software and IT products needed to perform the mission.
25. Develops and reviews SCRs, including researching, developing, and initiating requirements and developing manpower projections and projected completion dates.
26. Participates in Logistics Research & Development projects. Assists in executing and implementing IT initiatives
27. Directs and oversees identification of IT requirements. Provides technical guidance to programmers and database designers with regards to FFAVORS and STORES. Generates and coordinates system change requests (SCRs). Provides technical support to contractors. Initiates appropriate actions for resolving problems with application software. Participates in the initial development of automated information system concepts and develops recommended architectures in coordination with HQ DLA and functional managers Agency-wide.
28. Analyzes supported functional manager requests for local systems support and translates functional requirements into a requirements statement or systems concept paper. Evaluates systems design alternatives, selects best approach and develops systems specifications. Develops and establishes integrated IT plans to implement locally developed systems modifications or changes. Coordinates modification or changes with HQ DLA and functional managers DOD/Agency-wide.
29. Coordinates interfaces with external systems. Participates in identifying and implementing procurement and electronic commerce initiatives. Provides analysis support and sets priorities of requirements. Performs system analysis and serves as computer technical advisor.
30. Aids in testing software suites. Designs user interface, program architecture, and the source code for computer software suites to determine whether it meets the organization's objectives. Tests software at various levels, including unit or module, component, system, or product.
31. Performs assurance and interface testing for assigned systems. Assesses impacts of changes to other systems via "third party" testing techniques. Provides operational test support for pre-implementation system tests of new software and major changes to current systems to assure operability, efficiency, and compliance with existing standards. Performs quality assurance of IT systems and output products. Directs, coordinates, and implements the service/agency interface test program to ensure validity of the software changes on the logistics community. Acts as site focal point for interface testing requirements with the services/agencies test coordinators and HQ DLA personnel.
32. Chairs or participates in the Biennial Interface Testing Conference with service/agency test coordinators and HQ DLA personnel to discuss future interface testing requirements.

33. Ensures, as site test integrator, that all levels of testing are documented and performed according to new or revised requirements.
34. Coordinates with appropriate personnel and organizations about problems encountered and whatever changes are necessary for refining and maintaining the suites of software.
35. Serves as DOD/Agency-wide initial operational test site, executing tests for new/modified applications software suites to ensure operability and compliance with systems specifications and recommends acceptance, rejection, or change based on test results.
36. Participates with teams to research and determine the causes affecting operational performance.
37. Site-wide user support to commodities in the area of reports being viewed on the ORS Intranet and any data that is printed. Serves as a liaison between J6P users and the Document Automation and Production Service (DAPS) to ensure that reports are correctly printed and are received in a timely fashion.
38. Within the DISA Partnership, supports interface between the running of systems supporting the various DLA operational commodities and the control/scheduling of those applications on the mainframe located at the respective megacenter.

#### 5400 IT INFRASTRUCTURE (J6PI)

##### MISSION:

Coordinates with all DLA information operations activities to manage the Site's IT infrastructure. Provides the IT resources and supplies needed to support the operations mission of J6P. Manages customer hardware and software requirements, provides accountability for assets. Responsible for IT COOP, PC, Mid-tier level Computing, the LAN/WAN, and Remote Access infrastructure that integrates all DSCP users. Responds to operational emergencies (i.e., hotlines) on a 24x7 basis. Participates in analysis and resolution of systems/software/ hardware/ network problems and deficiencies that affect mission critical or mission essential IT. Serves as a Technical advisor to the DLA Corporate License Working Group to assist on standardization efforts in the agency. Provides system solutions to problems involving hardware, software and networked computers. Provides overall plan for designing, implementing and maintaining the underlying infrastructure to support information sharing and resource optimization. Responsible for the integration of new Information Technologies into the serviced operating environment. Develops and tests Software Suites. Responsible for telecommunications hardware and software support, including telecommunication networks design and development, configuration, acquisition, installation and technical support services. Provides system-administrator support for DSCP's mid-tier platform. Manages DSCP's Internet/Intranet/Extranet presence. Reviews regional support agreements, security conformance and Inspector General reviews, as appropriate. Evaluates hardware and software. Determines application and adequacy. Recommends to/requests from DLA, DLSC-I and the Defense Information Systems Agency (DISA) when any/all could resolve problems/ increase efficiency. Supports end user computing and telecommunications planning and budgeting. Coordinates with DLA and other DLA activities for all assigned responsibilities and to assure consistent implementation and planning of Agency policies.

## FUNCTIONS:

1. Participates in the implementation of J-6 policies, procedures, plans and programs.
2. Provides Director with recommendations on J-6 management efforts and issues to include strategic planning, organizational design, proposed mission/system changes, workload priority, resourcing, and funding.
3. Develops and maintains liaison internally within DLA and DOD and other Government agencies, private industry, technical societies, academic institutions, and others associated with assigned functional/technical areas and related programs.
4. Develops assigned portions of the operating program budget and justification to support resource requirements for the organization managed and, as applicable, for the functional/technical program activity-wide.
5. Participates in reviews and analyses of the organization managed, including operations, costs, and performance, to determine and evaluate efficiency, effectiveness and outcomes. Develops / participates in development of performance measures, data, statistics, charts and management information.
6. Evaluates workload forecasts; reviews proposed mission / systems changes and near and long-term plans, and provides specific recommendations concerning resource requirements for organization managed.
7. Develops and coordinates proposals for reorganization or realignment of functions managed, including defining new work and tasks and developing new position descriptions.
8. Maintains state-of-the-art technical knowledge and competence through training, consultation with private industry, academia and other agencies; and through appropriate information exchange media, i.e., schools, symposiums, conferences and research. Determines and coordinates training requirements for assigned personnel.
9. Develops and maintains technical and administrative documentation appropriate for organization managed, including but not limited to user manuals, staff instructions, standard operating procedures and technical guides.
10. Prepares and submits personnel awards, suggestion evaluations and portions of historical reports.
11. Develops, maintains and administers a system of internal management controls within the area managed.
12. Develops requirements for organizational support for inclusion in Interservice Support Agreements (ISAs) and Performance Based Agreements (PBAs) between J6P and external service providers.
13. Participates in development and coordination of responses to inquiries and reports including Congressional inquiries, DOD Inspector General reports, Government Accounting Office audits and reports and management reviews.
14. Acts as Contracting Officer's Technical Representative (COTR) for contracts relating to applicable mission areas.
15. Responds to operational emergencies (i.e., hotlines) on a 24x7 basis. Participates in analysis and resolution of systems/software/hardware/network problems and deficiencies that affect mission critical or mission essential IT.
16. Participates in DLA Information Technology programs and teams, as required. As delegated, represents J6P on these efforts.

## 5401 CUSTOMER SUPPORT (J6PIC)

### MISSION:

Provides the IT resources and supplies needed to support the operations mission of J6P. Manages customer hardware and software requirements, provides accountability for assets, performs acquisition functions, property management, configuration management, and internal control functions. Responsible for PC Computing Platform and Desktop/Laptop imaging. Responsible for the integration of new Information Technologies into the DSCP operating environment.. Technically assists end-users at their workstations and through the J6P Technical Support Desk, and provides system-administrator support for DSCP's mid-tier platform. Manages DSCP's Internet/Intranet/Extranet presence. Responsible for communications hardware and software support, including communication networks design and development, configuration, acquisition, installation and technical support services.

### FUNCTIONS:

#### IT Technical Support Desk

1. Operates the DSCP Technical Support Desk that also provides help desk support to STORES, ESA and BSM Level 1. Serves as the primary point to all DSCP organizations' Information Technology problems and support requests. Problems include hardware, software, LAN/WAN, Internet and Intranet.
2. Records all incoming requests for service received through phone calls, e-mail and Web requests. Solves problems telephonically or assigns problems to the appropriate specialist. Tracks problems until solved.
3. Provides installation of Operating System and Software on PCs for distribution to end users. Further personalizes PCs for end user to include e-mail access and installation of any additional software required by specific user.
4. Images Operating System and Application Software and installs user's data files and any other required non-standard software.
5. Analyzes various metrics from the DSCP Technical Support Desk system for trends. Develops action plans to proactively solve systemic problems and deploy the available Technical Support resources.
6. Consults with and provides technical advisory services regarding IT management programs, hardware, software, etc. to organizations supported by J6P. Provides ad hoc assistance to end users on the application software on the DSCP platform.
7. Maintains IT equipment in all DSCP Conference Rooms and ensures their proper working condition. POC for all equipment problems and or hardware/software upgrades necessary.
8. Makes Public Address Announcements to notify personnel of current and/or impending problems with software applications, Network issues, viruses, etc.
9. Supports the DSCP Flexi-place program by preparing IT equipment and software, transporting and setting-up IT/T assets in participant's residence, and providing technical advice and assistance to end users via on-site support or remote equipment.

10. Maintains and supports a variety of Notebooks and wireless equipment such as Palm Pilots and Blackberrys to include installation of Operating Systems and Application Software.
11. Serves as contact point for Operations on the Telework program. This includes setup and testing of equipment and software for the user's on-site and Home use. Serves on committee to set local policy.
12. Receives, tracks and resolves problems related to the BSM project. This includes solving and/or forwarding problems to the BSM Level 1.5 Help Desk through the DSCP Technical Support Desk.
13. Provides technical/user support for the Automated Call Distribution (ACD) system to ensure calls are routed to the DSCP Emergency Supply Operation Centers (ESOC)'s which support all commodities at DSCP and the Warfighters world-wide.
14. Provides advice to end users on the purchase of additional software/hardware in conjunction with other J6P organizations to ensure it's compatibility with the current Operating System.
15. Provides end-user support services, instructions, guidance, and training relative to the use of software applications and systems.
16. Develops and implements support and/or deployment plans based on new technologies or platform upgrades.
17. Designs, develops, implements and maintains or recommends specific computer systems utility software programs to monitor systems performance. Troubleshoots, investigates and identifies technical systems problems and associated recoveries. Provides management information regarding Technical Support Desk services.
18. Periodically reviews transaction logs for potential security violations. Reports actual/anticipated problems.
19. Researches, analyzes, corrects and documents software problems, reports them to vendors and provides corrective processing solutions.
20. Oversees contractor performance for outsourced help desk work.

#### Hardware Maintenance

1. Maintains IT hardware and equipment, including the Central Processing Units (CPU), disks, tapes, modem, cables, etc.
2. Solves operational hardware problems through existing maintenance contracts, warranties and on hand parts inventories.
3. Reports defective PC equipment for maintenance. Serves as the point of contact with Maintenance Contractors to effect repair of the equipment either on-site, at remote sites or at alternate Service Centers. Mails defective equipment to Vendor's location when necessary.
4. Researches and evaluates the installed base of IT equipment and develops strategies to improve ongoing operational performance.
5. Reviews current and projected workloads technically and economically to determine capacity saturation points for installed IT hardware. Documents deficiencies and proposed corrective actions for submission to DLSC-I, HQ DLA and DISA. Provides associated cost information to the J6P IT Management Support Office for inclusion in future IT budget requests.

## Desktop Management

1. Manages single-user computer, or desktop, program, typically a PC or Mac but also workstations from Sun, IBM, or other companies.
2. Manages the site's desktop platform.
3. Develops and designs the site's desktop platforms and required interfaces with other organizations' applications, databases and web platforms.
4. Customizes all platforms to meet the specific operating requirements of the site, staff offices, and off-site organizations.
5. Coordinates customization efforts with representatives of the supported organizations.
6. Coordinates with DLA and other DLA activities to integrate corporate initiatives into the DSCP Platform.

## Communications

1. Provides telephone service to the organization.
2. Serves as member of planning committees and participates in meetings involving expansion, moves, mission changes, or improving current operations and future systems to determine the impact on communications.
3. Develops, maintains and administers a Telephone Management System (TMS), including a Telephone Control Officer (TCO) position and COTR functions.
4. Develops and coordinates local Communications Service Authorizations (CSAs), Commercial Communications Work Orders (CCWOs), and feeder Requests for Services (RFSs) to provide communications services.
5. Monitors work until completion and forwards certification to appropriate organization for payment.
6. Administers conference telephone services and other special and/or unique communications requirements.
7. Provides, manages, and administers the FTS2000, DSN Government long distance services, and calling (credit) card services for all DOD tenants on the installation.
8. Acts as liaison between tenants, local and long distance communications providers, and other commercial communications vendors regarding special voice and data circuit installations/terminations from and to the commercial (circuit) entry point (DMARC).
9. Provides security officials, as required, the local and long distance call records related to possible fraud, waste, and abuse issues.
10. Develops and maintains cost information on installation and repair of Government-owned and leased telecommunications equipment.
11. Maintains a central telephone locator service and related database.
12. Oversees installation and maintenance of telephone systems and equipment such as:
  - a. Connection from workstations to commercial telephone company's exchange for all outside local calls
  - b. Connection from workstation to workstation.
  - c. Connection to the Federal Telephone System for all long distance calls.
  - d. Connection to the Defense Switching Network for all DOD calls.

- e. Maintenance and repair of inter-office wiring and instruments, including required workstation visits.
  - f. Credit card and toll free service.
  - g. Engineering, maintenance and administration of switching equipment and major phone systems.
  - h. Conference telephone services and other special or unique communications requirements.
13. Manages services for Remote Sites supported by J6P:
- a. Coordinates local Communications Services Authorizations (CSAs), Commercial Communications Work Orders (CCWOs) and Feeder Telecommunications Service Requests (TSRs) necessary to implement and to provide continuing telecommunications/teleprocessing.
  - b. From telephone service requests, prepares CSA's, CCWO's, TSR's. Monitors work until completion and forwards certification to Defense Finance & Accounting Service for contract payment.
14. Oversees installation and maintenance of telephone systems and equipment such as:
- a. Connection from workstations to commercial telephone company's exchange for all outside local calls.
  - b. Connection from workstation to workstation.
  - c. Connection to the Federal Telephone System- for all long distance calls.
  - d. Connection to the Defense Switching Network for all DOD calls.
  - e. Maintenance and repair of inter-office wiring and instruments. (Includes required workstation visits.).
  - f. Credit card and toll free service.
  - g. Engineering, maintenance and administration of switching equipment and major phone systems.
15. Initiates or analyzes requirements; designs, develops and maintains operational support software separate from individual DOD/DLA application AIS' and locally developed applications.
16. Plans, coordinates and initiates acquisition of IT equipment, including hardware and software systems network and systems interfaces, operating systems devices and products software to support existing and planned application systems.
17. Conducts problem analysis, definition, solution and recovery from operation malfunctions involving system software, hardware, telecommunications, etc.
18. Serves as a COTR for all mini-computer and telecommunications hardware and software service contracts.

#### DMS

- 1. Provides multi-media messaging and directory services using the Defense Information Infrastructure (DII) network and security services.
- 2. Serves as the ISSO for the DMS system. Periodically reviews all actions in accordance with established guidelines and procedures.

## MISSION:

Manages installations, moves, adds, and changes to J6P's IT infrastructure which includes all of the related hardware and software components that provide secure, interoperable computing solutions for supporting DLA's mission. Components of the IT infrastructure include: workstations, printers, scanners and other peripheral IT end user equipment. Provides oversight for any personnel moves that may occur intra-DSCP. Acts as liaison between J6P and DSCP end users in the coordinating, scheduling, and post-move support of each move engagement. Acts as the gateway for IT equipment receipt. Acts as the disposal agent for excess IT equipment. Ensures that warranty and maintenance repairs are conducted on broken IT hardware.

## FUNCTIONS:

### Asset Management

1. Receives all IT hardware and software.
2. Confirms against purchase orders that all materials have been received.
3. Bar codes and enters received equipment into inventory.
4. Disposes of excess IT equipment and prepares necessary disposal forms.
5. Serves as an active member of the DSCP/DLA Asset Center team.

### End User Support

1. Manages all equipment relocations, installs, and uninstalls.
2. Coordinates with end users for any relocation activity that is considered a mass move.
3. Manages the deployment of IT equipment to the DSCP end user community.
4. Provides COTR duties over contracted support for IT equipment deployment.
5. Resolves Support Magic Trouble tickets that request IT equipment relocation, install, uninstall, or replacement.
6. Provides installation of new and/or replacement Monitors, Printers and other peripheral IT equipment at users workstations. Configures equipment to operate with user's PC
7. Provides configuration/installation of specialized equipment for employees with disabilities. Ensures equipment is compatible with current Platform.
8. Performs 1/4 deployment of new PCs each year to replace PCs currently in use
9. Maintains an inventory of hot spares to minimize end user down time. Ensures that the proper platform is customized to the end user.
10. Provides on-site analysis and solutions of end user Information Technology problems.
11. Develops and implements support and/or deployment plans based on new technologies or platform upgrades.
12. Serves as the primary point of contact for moves of DSCP personnel to ensure PC connectivity is maintained at both old and new locations. Coordinates with Support Services for movement of equipment and with other J6P organizations for telephone issues, inventory control, directory changes, etc.

## 5403 NETWORK SUPPORT (J6PIN)

### MISSION:

Manages J6P's IT infrastructure which includes all of the related hardware and software components that provide secure, interoperable computing solutions for supporting DLA's mission. Components of the IT infrastructure include: workstations, servers, firewalls, local area networks, wide area networks, telecommunications, and the operating systems and other software used to efficiently and effectively operate, manage, and maintain the infrastructure. Ensures that IT infrastructure meets DLA, DOD and Federal architectural guidelines and that its operation is effective, efficient, and available. Provides specialized technical expertise on technical architecture, emerging technologies, infrastructure protection, and knowledge theft. Manages and administers the J6P information technology infrastructure, which includes the DSCP Computer Room. Monitors the ongoing performance of the IT equipment installed in the computer room on a round the clock basis. Manages the DLA IT Continuity of Operations (IT COOP) program for J6P. Develops advance arrangements and the ability to respond to an interruption of service of the organization's automated information systems. Manages and administers the J6P information technology infrastructure, which includes Local Area Networks, and Wide Area Networks. Develops and/or coordinates technical specifications to acquire, install and maintain telecommunications hardware/software systems in support of serviced activities. Technically assists end-user customers via the Microcomputer/Local Area Network (LAN) Gateway Services, performs network configuration problem resolution, designs and provisions the telecommunications infrastructure with LAN connectivity. Assists in the installation of LAN software and hardware. Determines feasibility of new telecommunications interface to mainframe via front-end processors. Determines hardware specifications for connecting telecommunications. Devises the most economical and efficient method of implementation. Acts as Communications Officer for all supported activities. Manages and operates the DSCP Data Center and ensures that all environmental are operating at set standards. Provides the Agency a reliable network service by implementing contracts and agreements that guarantee bandwidth-on-demand and availability.

### FUNCTIONS:

#### Hardware Maintenance

1. Ensures that maintenance is in place for all IT equipment in the DSCP computer room. Supports the Continuity of Operations (COOP) program for the DSCP Computer Room and for the DSCP portion of the DLA Resource Center (DRC).
2. Coordinates with the DSCP Firewall Administrators. Supports DSCP and DLA initiatives on the firewall.

#### Data Center Maintenance

1. Coordinates all facility improvements and maintenance for the DSCP Computer Room with end users, contractors, Host Activity Facilities Engineers, and DSS to ensure that facility requirements are met before hardware installations are initiated.

#### System/Server Operations

1. Manages the site's computer complex.
2. Operates computer systems and servers.
3. Ensures that all services are available 7 by 24.
4. Installs, reviews, evaluates and reports on the performance of IT/T systems hardware and software; develops and recommends performance evaluation techniques, optimization procedures, models and other hardware and software systems improvements.
5. Provides technical assistance to resolve systems, operations, and application problems.
6. Installs and maintains mid-tier computers, back-up equipment, and unique IT hardware and software.
7. Coordinates with the facility engineers all facility improvements and maintenance for computer room.
8. Ensures that maintenance is in place for all IT equipment in the computer room.
9. Performs site assistance visits when requested to assist users in evaluating IT equipment implementation and usage.

#### Systems Integration

1. Develops and implements system integration plans.
2. Participates in developing specifications for acquiring, installing, and maintaining support for mid-tier hardware and software.
3. Develops, reviews, implements, and monitors local plans for installing and reconfiguring installed IT equipment and software.
4. Participates in evaluating vendor proposals or have proposals evaluated by technical experts, as required, for hardware and software.
5. Participates in the acquisition process of associated system/application software.
6. Directs and oversees systems integration.
7. Responsible for integrating new information technologies into the operating environment
8. Coordinates with HQ DLA and other DLA activities to integrate corporate initiatives into the local platform.

#### Video Teleconference (VTC)

1. Provides VTC capabilities for J6P serviced activities.
2. Provides technical support for VTC Infrastructure at the assigned site.

#### Wireless/Mobile Devices

1. Maintains physical control of wireless/mobile devices.
2. Provides, manages, and administers the cellular phone and paging services for all activities serviced by J6P.

## Virtual Private Network (VPN)

1. Provides access to a public telecommunication infrastructure, such as the Internet, to provide users or offices at remote sites with secure access to the network.

## Network Infrastructure Management

1. Monitors active communications networks.
2. Diagnoses and solves network problems.
3. Gathers performance statistics to administer and fine-tunes networks.
4. Establishes procedures and internal management controls to evaluate all resource's operational effectiveness, taking appropriate actions correcting unsatisfactory performance.
5. Manages Internet/Intranet/Extranet presence.
6. Manages and administers the network infrastructure, which includes the computer room, Local Area Networks, Wide Area Networks, and mid-tier servers.
7. Develops and coordinates technical specifications to acquire, install, and maintain telecommunications hardware/software systems in support of serviced activities.
8. Assists with installations of telecommunications network, environmental, and other generalized software and hardware which includes operating systems utilities, telecommunications and process control interface software.
9. Conducts problem analysis, definition, solution, and recovery from operation malfunctions involving system software, hardware, and telecommunications.
10. Evaluates and implements all technical standards relative to operating the IT infrastructure.
11. Evaluates and implements all technical standards relative to the operations of DSCP's Computer room and IT infrastructure.
12. Supports network connectivity between the computer room and remote sites.
13. Coordinates with users and Facility Engineers to ensure that facility requirements are met before hardware installation.
14. Determines feasibility of new telecommunications interface to mainframe via front-end processors.
15. Determines hardware specifications for connecting telecommunications and devises the most economical and efficient method of implementation.
16. Resolves network configuration problems.
17. Designs and provides LAN connectivity to the telecommunications infrastructure.
18. Assists with installing LAN software and hardware.

## Remote Administration

1. Manages and administers the remote capability for users not connected directly to the Local Area Network (LAN).
2. Provides technical support to remote sites and field offices to ensure interface with appropriate systems.

## SIPRNET/NIPRNET

1. Maintains the Secure Internet Protocol Router Network (SIPRNET) as physically separate from the Internet.
2. Maintains the SIPRNET so classified systems are impervious to attacks through the Web.
3. Maintains the Non-Secure Internet Protocol Router Network (NIPRNET)/ETN
4. Maintains the NIPRNET and keeps it connected to the Internet, using commercial telephone lines for communication.

## Telecommunications (LAN/WAN)

1. Manages and administers the DSCP Local Area and Wide Area Networks. Monitors the ongoing performance of the LAN/WAN.
2. Researches evolving LAN/WAN and telecommunications technology. Develops plans to continuously improve the DSCP LAN/WAN infrastructure as the technology improves.
3. Installs and maintains LAN/WAN, Corporate mid-tier, back-up equipment and unique IT hardware and software.
4. Monitors the ongoing performance of the LAN/WAN.
5. Maintains the LAN's server applications and data storage shared by multiple workstation users.
6. Ensures LAN is connected to WAN using intelligent communication devices.
7. Coordinates long haul configurations with the ETN.
8. Provides multi-shift management and administrative support for services to maintain a secure, DOD, agency-wide telecommunications operational site.
9. Resolves telecommunications processing problems caused by resource conflicts, abnormal terminations, incorrect operating procedures, human errors and other production delays.
10. Supports connectivity between the DSCP computer room and the DSCP remote sites.
11. Resolves end user operating problems in response to DSCP Technical Support Desk requests.
12. Responsible for telecommunications hardware and software support, including design and development, configuration, acquisition, installation, and technical support services.
13. Administers and maintains the Cable Plant Management System and related databases.
14. Provides a single point of contact for telecommunications inquiries, requests, and referrals.
15. Performs multi-systems and application recovery tasks.
16. Provides, administers, and manages a Defense Information System Network (DISN) Node Site Coordinator (NSC) position.
17. Plans, develops, and implements local procedures to ensure continuous, long-haul end-user-to-hose connectivity.
18. Monitors vendors, customers, engineers, or system software specialists, taking necessary actions to resolve system problems.
19. Monitors system performance, notifying appropriate personnel if system performance is unacceptable, to optimize system performance.
20. Monitors teleprocessing/interactive activity on all systems to ensure a smooth user process flow.

21. Formulates, develops and coordinates site plans for installation and/or relocation of all telecommunications equipments, including space, air conditioning, electrical, environmental, and other requirements.
22. Participates in pre- and post-equipment reviews, site surveys and installation.
23. Ensures communications equipment used by the Staff Duty Officer (SDO) is state-of-the art.
24. Administers internal emergency operating procedures and maintains security within the telecommunications installations.
25. Participates in DOD/DLA directed management reviews of IT operations.
26. Directs implementation and assures compliance with the site's IT physical security requirements.
27. Provides the full range of independent initial operational test support services as part of the IT infrastructure, testing newly-designed and/or modified AIS' that are related to telecommunications.
28. Maintains operational logs and statistical records on all equipment utilization and lost time.
29. Plans, coordinates, and takes necessary actions on all IT equipment installations and/or reconfigurations.
30. Monitors vendors, customer engineers, electronics specialists, or civil engineers to ensure IT equipment is configured and installed properly to meet operational needs.
31. Performs as the Node Site Coordinator (NSC) for DISA's Defense Data Network (DDN) packet switch node.
32. Performs DISA node site coordinator responsibilities involving monitoring, tracking, reporting, and assisting with correcting the connectivity to and from the DISN backbone components and the appropriate Defense Megacenters.
33. Performs as project manager and administers the Automatic Digital Network (AUTODIN) and the Message Accountability and Delivery Systems (MADS).
34. Provides support services to DLA and non-DLA worldwide nodal sites and technical control facilities, resolving network problems.
35. Develops plans for construction/modification of telecommunications RED BLACK TEMPEST environments.
36. Serves as Contracting Officer Technical Review (COTR) for telecommunications-related contracts.
37. Initiates actions monitoring and/or correcting environmental control systems to ensure the production schedules' timely completions.
38. Schedules and controls all preventive and remedial maintenance work performed in-house and by contractors on telecommunications equipment.
39. Provides classified telecommunications support as required.
40. Researches evolving LAN/WAN and telecommunications technology and develops plans to continuously improve the infrastructure as technology improves.
41. Installs and maintains LAN/WAN equipment and software and unique IT hardware and software.
42. Coordinates all facility improvements and maintenance with facility engineers for LAN/WAN.
43. Ensures maintenance is in place for the LAN/WAN.
44. Coordinates upgrades and updates to the firewall with the ISSO.

45. Coordinates with the ISSO to assure adequate security measures are implemented.
46. Assists with installations of telecommunications network environmental and other generalized software and hardware including operating systems utilities, telecommunications and process control interface software.
47. Plans, coordinates and initiates acquisition of IT equipment, including hardware and software systems network and systems interfaces and operating systems devices and products software to support existing and planned application systems.

#### Firewall Management

1. Administers the site's firewalls.
2. Updates the firewall rules.
3. Coordinates upgrades and updates to the firewall with the ISSO.

#### 5404 PLATFORM SUPPORT (J6PIP)

##### MISSION:

Provides all system and server administration for mid-tier computing platforms located at DSCP. Provides and maintains the Active Directory environment that facilitates and allows the communication and DLA-wide access of enterprise applications throughout DLA. Maintains membership in the Enterprise Administrator Configuration Board and the Technical Advisory Board. Supports the DSCP IT COOP effort and has the major responsibility of ensuring the viability and execution of the Disaster Recovery Plan. Ensures and maintains a highly secure computing environment that is in compliance with all DOD/DLA/DSCP guidelines and regulations.

##### FUNCTIONS:

#### E-Mail Management

1. Manages organization's E-Mail, which is the exchange of computer-stored messages by telecommunication.
2. Sets up, configures, manages and administers the E-mail server, including supporting remote sites.
3. Administers and authorizes the creation all new accounts for DSCP Personnel, Customers, contractors and other DOD personnel. Reviews personnel actions to ensure the removal of non current accounts.
4. Provides Email services to the Global eMail Project (GEM). This includes all users that are connected to the DSCP GEM hub site.

#### Data Management

1. Defines, organizes, supervises and protects data.
2. Enforces policy on "how," "where," and "in what manner" data is stored and maintained on databases for which it is responsible.

3. Provides information to the data administrator on organizational use of data within each database.
4. Assures all data released to the permanent storage are indexed correctly.
5. Establishes, maintains, and updates technical and logistics information in applicable systems.
6. Ensures that all data is duplicated and stored at an off-site location.

#### System/Server Operations

1. Sets up, configures, manages and administers Windows servers.
2. Sets up, configures, manages and administers the E-mail server, DHCP Server, UNIX Web and Application servers and all Windows Servers (including remote sites, e.g., Subsistence DSOs).
3. Sets-up, configures, manages and administers all DSCP Corporate Windows Servers. Ensures that all services are available 7 by 24.
4. Sets-up, configures, manages and administers DLA Exchange 2003 Topology at the Enterprise Administrator level. This includes membership in the Enterprise Administrator Configuration Board and the Technical Advisory Board. Ensures that all services are available 7 by 24 for Active Directory at DSCP and throughout DLA.
5. Sets up, configures, manages and administers servers to support the back up of PC-level data.
6. Provides IT hardware and software recovery support.
7. Coordinates the recovery effort with contractors if required.
8. Installs, reviews, evaluates and reports on the performance of IT/T systems hardware and software; develops and recommends performance evaluation techniques, optimization procedures, models and other hardware and software systems improvements.
9. Provides technical assistance to resolve systems, operations, and application problems.
10. Serves as the Information Security Officer (ISSO) for all DSCP applications Resident on Windows 2000 servers.

#### Systems Administration

1. Manages computers in a networked environment, including software distribution, software version control, system back-up and recovery, printer spooling, job scheduling, virus protection, and performance and capacity planning.
2. Monitors IT computer system execution and computing resource utilization.
3. Performs post-audit of systems and/or projects to evaluate performance.
4. Monitors performance of existing operational systems and procedures to verify efficient performance.
5. Evaluates systems performance and makes recommendations for improvement.
6. Evaluates other systems and makes recommendations for interfaces and usage.
7. Monitors the performance of installed systems and initiates appropriate action to optimize/ correct systems shortfalls.
8. Provides system administrator support for the mid-tier platform.

9. Conducts technical and diagnostic IT hardware and software analyses to determine the cause of system abnormalities.
10. Installs, reviews, evaluates and reports on the performance of IT systems hardware and software; develops and recommends performance evaluation techniques, optimization procedures, models and other hardware and software systems improvements.
11. Provides technical assistance to resolve applications problems.
12. Researches, analyzes, corrects, and documents software problems, reports them to vendors and provides corrective processing solutions.
13. Designs, develops, implements, and maintains or recommends specific computer systems utility software programs to monitor systems performance, troubleshoot plus identifies technical systems problems and associated recoveries.
14. Resolves end user operating problems in response to DSCP Technical Support Desk requests.
15. Supports the Continuity of Operations (COOP) program for the DSCP Computer Room and for the DSCP portion of the DLA Resource Center (DRC). Ensures that all data is duplicated and stored at an off-site location. Acts as recovery exercise coordinator with other DSCP participants.
16. Manages and administers all UNIX based corporate mid-tier servers. Provides system and database administration on these servers.
17. Provides IT hardware and software recovery support. Coordinates the recovery effort with contracted personnel and DLA/DLSC organizations as required.
18. Initiates or analyzes requirements; designs, develops and maintains operational support software separate from individual DOD/DLA application AIS' and locally developed applications.
19. Plans, coordinates and initiates acquisition of IT equipment, including hardware and software systems network and systems interfaces, operating systems devices and products software to support existing and planned application systems.
20. Performs site assistance visits when requested to assist users in evaluating IT equipment implementation and usage.
21. Conducts problem analysis, definition, solution and recovery from operation malfunctions involving system software, hardware, telecommunications, etc.
22. Evaluates and implements all technical standards relative to the operations of DSCP's Computer room and IT infrastructure.
23. Coordinates upgrades and updates to the firewall with the ISSO.
24. Serves as a COTR for all mini-computer hardware and software service contracts.
25. Provides, manages, and administers the OCTEL (voice mail and fax), all DLA tenants on the installation.
26. Applies the appropriate operating system patches to keep servers at the most current level of OS version.
27. Applies and ensures that all servers are in compliance with the Security Technical Installation Guidelines (STIG) issued by DISA.

## Systems Integration

1. Develops and implements system integration plans.

2. Participates in developing specifications for acquiring, installing, and maintaining support for mid-tier hardware and software.
3. Develops, reviews, implements, and monitors local plans for installing and reconfiguring installed IT equipment and software.
4. Participates in evaluating vendor proposals or have proposals evaluated by technical experts, as required, for hardware and software.
5. Participates in the acquisition process of associated system/application software.
6. Directs and oversees systems integration.
7. Responsible for integrating new information technologies into the operating environment.
8. Coordinates with HQ DLA and other DLA activities to integrate corporate initiatives into the local platform.

#### Database Administration

1. Maintains executive databases software on all servers.
2. Provides for database backups as required.
3. Performs system recoveries of database.
4. Updates databases and tracks performance.
5. Provides analysis and design support in maintaining or upgrading client/server database applications.
6. Performs assigned data management functions for all databases utilized by administered systems.
7. Provides technical oversight for all “second tier” database maintained by the organization.
8. Provides system and database administration on mid-tier servers.

#### 5500 IT ENTERPRISE BUSINESS SOLUTIONS (J6PS)

##### MISSION:

Serves as the designated J6P official providing overall direction and guidance for development, acquisition, testing, systems integration, product improvement, and fielding of DLA IT programs to provide IT solutions and knowledge management in support of the DLA mission and the warfighter. Provides information technology solutions, recommendations and advice to the J6P customers for the requirements analysis/definition and documentation, design, development, testing, maintaining and enhancement of new or existing applications. Evaluates new or improved information systems technology to use in support of J-6 customers on a Site or Enterprise level, and recommend adoption of improvements. Develops project evaluation plans, procedures, and methodologies. Provides robust electronic business services in support of both the J6P and DLA missions by utilizing best business technologies and practices. Provides enterprise-wide electronic business services that support DLA and DOD strategic objectives to include: document automation and production services; cataloging/product data dissemination; management of DOD logistics transactions and their corresponding business rules; total asset visibility and situational awareness for DOD/DLA items; and automatic identification technology standards. Provides Local Program Management oversight for the forum of DSCP

and J6P user base with regards to the DLA eWorkplace. Performs as the functional sponsor to coordinate all eWorkplace opportunities within their organization/program. Provides consolidated support for the various eBusiness systems utilized by the Defense Supply Center Philadelphia. This includes formulation of basic strategies and system requirements, various enhancements to existing and newly planned systems, and improvements to systems based on dynamic Business Models. Develops appropriate EC translation maps so business data can be routed. Uses of Electronic Business methods are employed and guidance/advice for expansion of systems into new emerging Business methods is provided to all organizations supported by J6P and, as requested, HQ DLA. Serves as overall consultant to issues relative to existing and emerging eBusiness methods via eCommerce utilizing Business to Business (B2B), Business to Consumer (B2C), eMarketplace(s), Business to Enterprise (B2E), and other issues deemed appropriate by HQ DLA, J6P, and/or the site Commander. Provides support of the Business Systems Modernization program in acquisition, logistics, commerce, and integration efforts. Serves as J6P's e-Business Program Manager and administrator and, as such, reviews and approves profile requests and design enhancements. Supports eBusiness planning and budgeting. Coordinates with HQ DLA and other DLA activities for all assigned responsibilities and to assure consistent implementation and planning of Agency policies.

#### FUNCTIONS:

1. Participates in the implementation of J-6 policies, procedures, plans and programs.
2. Provides Director with recommendations on J-6 management efforts and issues to include strategic planning, organizational design, proposed mission/system changes, workload priority, resourcing, and funding.
3. Develops and maintains liaison internally within DLA and DOD and other Government agencies, private industry, technical societies, academic institutions, and others associated with assigned functional/technical areas and related programs.
4. Develops assigned portions of the operating program budget and justification to support resource requirements for the organization managed and, as applicable, for the functional/ technical program activity-wide.
5. Participates in reviews and analyses of the organization managed, including operations, costs, and performance, to determine and evaluate efficiency, effectiveness and outcomes. Develops / participates in development of performance measures, data, statistics, charts and management information.
6. Evaluates workload forecasts; reviews proposed mission / systems changes and near and long-terms plans, and provides specific recommendations concerning resource requirements for organization managed.
7. Develops and coordinates proposals for reorganization or realignment of functions managed, including defining new work and tasks and developing new position descriptions.
8. Maintains state-of-the-art technical knowledge and competence through training, consultation with private industry, academia and other agencies; and through appropriate information exchange media, i.e., schools, symposiums, conferences and research. Determines and coordinates training requirements for assigned personnel.

9. Develops and maintains technical and administrative documentation appropriate for organization managed, including but not limited to user manuals, staff instructions, standard operating procedures and technical guides.
10. Prepares and submits personnel awards, suggestion evaluations and portions of historical reports.
11. Develops, maintains and administers a system of internal management controls within the area managed.
12. Develops requirements for organizational support for inclusion in Interservice Support Agreements (ISAs) and Performance Based Agreements (PBAs) between J6P and external service providers.
13. Participates in development and coordination of responses to inquiries and reports including Congressing inquiries, DOD Inspector General reports, Government Accounting Office audits and reports and management reviews.
14. Acts as Contracting Officer's Technical Representative (COTR) for contracts relating to applicable mission areas.
15. Responds to operational emergencies (i.e., hotlines) on a 24x7 basis. Participates in analysis and resolution of systems/software/hardware/network problems and deficiencies that affect mission critical or mission essential IT.
16. Implements the Clinger Cohen Act (CCA) by assisting Agency managers to effectively manage information resources to take advantage of IT solutions, promote a standards-based Enterprise IT architecture, and find/utilize COTS-based IT solutions.
17. Continuously evaluates and improves processes used in organization managed to ensure their compliance with the objectives and goals of the applicable Capability Maturity Model (CMM), e.g., Software Acquisition CMM (SACMM), CMM Integrated (CMMI).
18. Develops, adopts, institutionalizes and improves standards and methodologies for assigned functions based on the applicable CMM and other government and non-government best practices.
19. Provides management oversight to ensure consistent application of standards. Selects and evaluates tools to support standard processes and methodologies
20. Sponsors Project Management concepts, discipline and procedures within the organization managed. Ensures assigned projects are managed in accordance with J-6 standard project management guidelines and procedures.
21. Participates in developing requirements for J-6 information systems and for changes to existing systems.
22. Coordinates with HQ DLA and other DLA activities for all assigned responsibilities and to assure consistent implementation and planning of Agency policies.
23. Participates in eWorkplace opportunity scoping and prioritization workshops. Participates in user acceptance testing and leads local cross-functional teams.

## 5501 eCOMMERCE SOLUTIONS (J6PSC)

### MISSION:

Provides consulting services to organizations on new technologies in the IT area relating to materiel and acquisition management. Insures compatibility with overall J6P IT infrastructure. Performs functional analysis of Electronic Commerce efforts managed by J6P and recommends and oversees development of new applications to support EC. Provides consolidated support for eWorkplace initiatives being deployed/considered by organizations serviced by J6P. Participates with other offices in the identification and implementation of acquisition and electronic commerce initiatives to improve customer services. Collaborates with customers and business partners to ensure EC meets their needs. Recommends and designs automated business solutions for manual processes in support of EC. Supports eBusiness, derived from such terms as "e-mail" and "e-commerce," in the conduct of business on the Internet, not only buying and selling, but servicing customers and collaborating with business partners as well. eBusiness is business that is primarily carried out electronically over various networks (e.g., intranets, extranets, and/or the Internet using the World Wide Web) and typically uses Web technology to: streamline business processes; increase productivity and efficiency; communicate with partners, vendors and customers; connect users to back-end applications and databases; transact commerce in a secure manner (i.e., eCommerce). eBusiness uses Electronic Data Interchange (EDI); a standard format for exchanging business data and documents (purchase orders, invoices, payments, inventory analyses, and others). Provides consulting services involving, but not limited to, new technologies in Internet, Intranet, and WWW arena, including new systems, user interfaces, programming languages, and multi-media systems, as they relate to E-Commerce techniques and Business systems in the world of Electronic Commerce (EC). Ensures all information placed on publicly accessible DLA Web Sites is properly reviewed for security, levels of sensitivity and other concerns before it is released. Detailed requirements for clearance of information for public release are located in DOD Directive 5230.9 and DOD Instruction 5230.29. Plans, designs, and implements scripts and active server pages for the WWW to process data received via HTML forms, interface data with existing relational database systems, and existing network applications. Directs distribution initiatives, reengineers processes and practices, and integrates EC with other optimum practices. Reengineers, streamlines and implements current technical and quality assurance business processes to capitalize on developments in automation and EC. Consults about Internet EC issues including, but not limited to, training and assisting with generating HTML documents, reviewing HTML documents submitted for placement on the server, and placing the documents on the WWW.

#### FUNCTIONS:

1. Oversees and facilitates arrangements with contractors to electronically transmit ordering data and upload the required transactions to the mainframe or related systems. Provides operational support for acquiring systems regarding EC and develops strategies for implementing EC initiatives that will improve and enhance business methods with customers. Serves as focal point in establishing requirements suitable for utilizing EC-related systems.
2. Ensures EC is considered when considering, developing, and implementing new systems and/or processes, including upgrades to existing ones and proposed interfaces with other systems and provides EC advice as part of acquisition planning.
3. Gathers information from various systems to use in acquiring EC information. Uses data manipulation tools such as Standard Query Language (SQL), SAS, PERL, database

languages, and other programming/scripting languages as appropriate to collect and analyze the information.

4. Monitors E-Business applications to ensure they are functioning correctly and to identify errors or inconsistencies so corrections or modifications can be made.
5. Provides business advice and consultation to vendors and customers wanting access to the E-Business sites and answers questions about the E-Business applications' functionality, monitors its performance, and directs corrective measures to make sure business documents and data are available.
6. Coordinates with DOD, DISA, HQ DLA, and other appropriate organizations regarding EC initiatives.
7. Provides consulting services about new technologies in the EC arena.
8. Maintains records and information relative to EC initiatives and provides reports as needed.
9. Implements HTML documents for use on the site's Intranet WWW Server.
10. Plans, designs, and implements Common Gateway Interface scripts, active server pages, .Net, and Cold Fusion scripts for the DSCP's Corporate WWW, to process data received via HTML forms, interface received data with existing relational database systems and existing network applications for Prime Vendor and acquisition programs.
11. Provides support for technical data package requests, Class 3 Fasteners, and QMLs through related Internet pages. Provides, designs, and administers Web based applications to migrate data from legacy applications.
12. Actively participates in the support of the Business Systems Modernization program acquisition, logistics, commerce, and integration efforts.
13. Serves as focal point to actively participate and recommend the features and functionality that should be developed in the DLA eWorkplace.
14. Manages the flow of functional requests by establishing a formal structure for requesting, reviewing, and prioritizing opportunities
15. Identifies cross-functional opportunities and leverage knowledge/assets across the DSCP, J6P. Builds a DLA eWorkplace community beyond the program team. Identifies a functional, content, and technical representative for each opportunity that is pursued.
16. Participates in eWorkplace opportunity scoping and prioritization workshops. Participates in user acceptance testing and leads local cross-functional team.
17. Provides local Web support for the DSCP, J6P with regards to local content of eWorkplace.
18. Develops and implements HTML documents for use on the DSCP Corporate WWW Server.
19. Plans, designs, and implements general business Interface scripts, active server pages, and scripts for the DSCP Corporate WWW, to process data received via HTML forms, interface received data with existing relational database systems and existing network applications.
20. Designs and recommends automated solutions for current manual processes using the DSCP Internet services as a communications medium, to enhance DSCP initiatives, including but not limited to acquisition, requisition processing, past performance data, and catalog requests.

21. Provides support for government wide ordering system programs and related Internet pages, and provides technical support for data manipulation and transfers between DSCP and other government data systems.
22. Beta tests WWW browsers to keep up with the latest in web technology and to use these browsers as test beds for existing DSCP web documents.
23. Provides consulting services to DSCP organizations on new technologies in the area relating to materiel and acquisition management. Insures compatibility with overall DSCP Internet infrastructure.
24. Provides and administers applications supporting corporate Internet catalog ordering systems, including design, administration, and policy. Incorporates current Internet technologies and insures security of data provided through Internet order placement.
25. Provides and administers FTP server for vendor catalog price list submissions, price updates, and inventory recording, used for internal applications in contracting and supply related inquiries in regards to prime vendor initiatives.
26. Provides, designs, and administers Internet based applications to migrate from legacy applications.
27. Designs and recommends automated solutions for current manual processes using the DSCP Intranet services as a communications medium, to enhance DSCP command communications with the work force with static as well as ever dynamic information.

## 5502 INFORMATION DATA MANAGEMENT SOLUTIONS (J6PSI)

### MISSION:

Provides customer support for various Corporate Database applications and processes for client server, and/or Internet and Intranet applications. Provides analysis and design support in maintaining or upgrading client/server acquisition database applications used in the General & Industrial and other DSCP directorates. Monitors DSCP systems performance and usage to assure that application and transmission of business data can be accomplished, including system response times and disk storage capacities. Designs, develops and maintains a variety of Mid-Tier Oracle Databases such as: C&T Warehouse, Medical Warehouse, Subsistence Warehouse, Basic Daily Food Allowance and General Market Basket database. Analyzes extracted data and recommends actions related to specific management requests. Acquires and arranges various data in usable and meaningful formats using charts and spreadsheets, etc. Directs and oversees corporate data integrity and develops and maintains databases in support of assigned missions. Implements current Electronic Data Interchange (EDI) methodologies, transaction sets, and applications for technical and quality assurance to include cross-business process transactions. Updates management on latest EDI trends with reports, briefings, information papers and fact sheets. Coordinates changes to EDI systems, including scheduling, monitoring usage, and establishing procedures with internal customers and the DAASC. Assists vendors and customers in receiving their EDI orders. Maintains records and information relative to EDI initiatives and provides reports as needed.

### FUNCTIONS:

1. Performs assigned data management functions for all databases utilized by administered systems.
2. Advises DISA and DSCP-OS of planned/projected systems workload increases/decreases, which may impact hardware/ software capacity requirements.
3. DOD/Agency focal point for determining the source(s) and cause(s) of managed EDI application software malfunctions. Initiates appropriate action(s) for problem resolution, including communications with CDAs.
4. With appropriate HQ staff and functional managers DOD/Agency-wide, develops and establishes integrated IT plans to implement centrally/locally developed systems modifications.
5. Develops and establishes short-, mid-, and long-range EDI planning objectives and priorities with HQ staff and functional managers DOD/Agency-wide. Establishes project schedules and monitors performance. Participates in planning for local systems EDI development. Helps obtain contracting services for systems projects.
6. Develops appropriate EC translation maps so orders can be properly placed.
7. Provides end-user support services, instructions, guidance, and training relative to the use of EDI application database software systems.
8. Provides continuous application support and assistance to J6P, serviced activities and DISA to correct system malfunctions.
9. Administers the implementation of new/modified application for Electronic Data Interchange (EDI) unique systems.
10. Coordinates locally and CDA developed systems for EDI, including scheduling, monitoring EDI traffic and establishing EC procedures.
11. Participates in DOD, DISA, DLA and DSDC EDI efforts.
12. Develops appropriate EDI translation maps, so that the orders can be placed using EDI and assists long-term vendors in their efforts aimed at receiving the EDI order.
13. Serves as principal advisor for all EDI activities to insure that EDI is considered in all endeavors concerning the preparation and implementation of new procurement systems and/or processes, including the upgrade of all existing and proposed interfaces with other government systems.
14. As J6P's EDI focal point, addresses concerns and provides guidance to the vendor community about the EC programs currently in place
15. Monitors systems performance and usage to assure that both the application and EDI translation of business data can be accomplished, including system response times and disk storage capacities. Seeks assistance in remedying problems with other J6P technical specialists.
16. Maintains records and information relative to EDI initiatives and provides reports as needed.
17. Represents J6P at National Institute of Standards and Technology and actively participates in the setting of encryption standards and policies related to EC/EDI, as well as electronic signatures. Insures security regulations are met with regards to EDI.
18. Actively participates in the support of the Business Systems Modernization program acquisition, logistics, commerce, and integration efforts.
19. Participates in research to employ new technologies in various applications. Evaluates new or improved information systems technology and recommends adoption by/application in serviced activities.

20. Ensures the integrity of the data stores used in EC systems
21. Assists serviced organizations in extracting data from commercial databases and downloads of SAMMS/BSM files. Downloads mainframe files, active contract files, and active purchase request files to PCs in support of the Site and its supported organizations. Performs queries from mainframe, mid-tiers, or PCs using various software. Gathers data from a variety of sources, e.g., supply, procurement, and financial to use in preparing reports. Performs data extractions from mainframe or mid-tier computers using various programming languages such as SAS.
22. Develops and tests Software Suites. Provides centralized development and maintenance of J6P AISs.
23. Guides and oversees the operations and ongoing transformation of serviced activities that provide transactional processing support for the logistics system and numerous other clients.
24. Designs, develops and maintains a variety of Mid-Tier Oracle Databases such as: C&T Warehouse, Medical Warehouse, Subsistence Warehouse, Basic Daily Food Allowance and General Market Basket database.
25. Performs all database administration activities for all unique and agency AIS' operating on second tier both in development and in production at Sites supported by J6P.
26. Establishes and maintains engineering, technical regulatory, and points of contact databases utilizing automated data processing techniques to ensure data is processed efficiently and can be exchanged throughout the DOD.
27. Maintains databases and tracking systems. Oversees the development of customized data queries and report requirements. Oversees data extractions from mainframe or mid-tier computers using software such as Access, Excel, PC SAS, and Oracle SQL.
28. Extracts hidden facts contained in databases. Uses a combination of machine learning, statistical analysis, modeling techniques and database technology to find patterns and subtle relationships in data to infer rules that allow prediction of future results. Assists Site personnel in extracting data from commercial databases and downloading mainframe files.
29. Maintains system and application databases and provides for database backups as required, performs system recoveries of database, and administers the table and control files program.
30. Updates databases and tracks performance and provides analysis and design support in maintaining or upgrading client/server database applications.
31. Performs assigned data management functions for all databases utilized by administered systems. Administers databases for all "second tier" systems maintained by the organization.
32. Administers databases under development, including defining database structure, architecture, and performance tuning. Provides system and database administration on mid-tier servers.
33. Supports end-users, including providing instructions, guidance and training regarding the use of application and database software systems.
34. Manages the Data Administration Program, including administrative responsibility for IT data element standardization, data dictionary and directories, and database logical design. Ensures compatibility with site's overall IT architecture. Develops and maintains the testing tables required to support the test system.

35. Designs, maintains, and controls the standard baseline test bed (BLTB) of transactions and all ancillary programs required to support all level of the site's software testing.
36. Designs, maintains, and controls standardized test database software support and standard test database (STDB) for all levels of software testing for the services/agencies and the site.
37. Directs, coordinates, implements, maintains, and controls an inter-agency testing and problem resolution system, including standard test database (STDB) accessed via remote terminals.

#### 5503 eMARKETPLACE (J6PSM)

##### MISSION:

Serves as J6P's Program Manager for the eMarketPlace & Prime Vendor (PV) integration effort for the Clothing and Textile Directorate's Warfighter Program. Performs functional analysis and develops and coordinates requirements for systems changes in support of integrating these specific programs into SAMMS/ERP as well as related customer legacy systems. Coordinates work performed to accomplish the multiple phases of prime vendor system integration with both outside Agency (such as customers, consultants, software developers, Prime Vendors, DLA and JECPO) and inside Agency (Prime Vendor Team members, Program Managers, contracting officers and customer liaison specialists, Office Chiefs and other personnel/organizations serviced by J6P) including completion/implementation and on-going marketing, training and maintenance functions.

##### FUNCTIONS:

1. Serves as DLA's focal point to facilitate the C&T's Directorate's electronic commerce efforts.
2. Identifies systems requirements in support of the E-Marketplace and pursues solution development organically and through contracted support. Develops project evaluation plans, procedures, and methodologies.
3. Re-engineers/restructures C&T's processes and systems into an electronic business environment. Ensures full integration with available technology, emerging standards and industry trends specific to the Commodity being serviced.
4. Incorporates current Internet technologies and ensures security of data provided through Internet order placement.
5. Oversees the C&T's Directorate's electronic commerce initiatives to overcome obstacles and avoid delays. In order to preserve project objectives, ensures timely identification of problems, plans solutions, makes decisions and executes plans for resolution.
6. Publicizes electronic commerce efforts at various trade and business association meetings and conventions. Participates in industry groups to represent the government's interests and maintains a dialog with our suppliers.
7. Briefs DOD vendors and customer representatives on electronic commerce efforts and changes in business practices. Maintains an environment conducive to promoting improved customer support.

8. Provides necessary training and support to ensure that C&T personnel are fully informed of new business practices and changes in processes and systems.
9. Monitors Value Added Network requirements and related reports.
10. Actively participates in the support of the Business Systems Modernization program acquisition, logistics, commerce, and integration efforts.
11. Performs systems analysis, design and requirements determination, information assurance, customer/vendor interfaces with business systems and web applications functions in a team environment to meet stated requirements and objectives for the eMarketplace Branch.
12. Provides the functions of analyst and integrator for system analysis. These systems, projects and applications include but are not limited to the current warfighter.net, the soon-to-be deployed, new warfighter.dla.mil, the associated MILSBILLS and credit card payment processes, Portal Intranet processes, Electronic Delivery Interchange translation, the Electronic Delivery Order (EDO) System, Special Measurement (SM) System, Virtual Prime Vendor, Apparel Research Network projects, such as VIM-ASAP and C&T integration with DOD systems such as Procurement Gateway (PG) and Wide Area Workflow (WAWF). Provides implementation and rollout aspects of Business Systems Modernization (BSM) and Customer Relations Management (CRM) as they relate to C&T.

#### 5504 STRATEGIC BUSINESS SOLUTIONS (J6PSS)

##### MISSION:

Serves as the designated J6P focal point for establishing requirements suitable for utilizing the commercial distribution systems and Electronic Commerce (EC) / Emerging Business Technologies to ensure the most efficient contracting operation. Develops, tests, trains, and deploys applications used in E-Business, including design, administration, and policy. Ensures appropriate information is available to vendors and customers. Monitors and recommends improvements to support the capability of vendors and customers to access the systems. Develops strategies for implementing Electronic Commerce initiatives that will improve and enhance business methods with our trading partners. Provides customer/user support for site's various corporate Internet and Intranet acquisition applications. Develops training materials, recommends training for users of e-Business applications, and conducts training as required. Develops, applies, and assesses the implementation of DLA IT management policies, plans, programs, operations, and functional systems in accordance with the Information Technology Management Reform Act (Clinger-Cohen Act of 1996) and Guidance and Policy for Portfolio Management and Oversight. Provides management oversight of resources for software development and maintenance of enterprise business systems.

##### FUNCTIONS:

1. Gathers information from new and existing data processing systems for use in acquisition management information for the EC organization and other organizations at DSCP. Uses data manipulation tools; such as, Standard Query Language, SAS, PERL, database

languages, and other programming languages as appropriate to collect and analyze this information.

2. Serves as DPACS-GUI development and enhancement area. Thoroughly tests, prior to deployment, all programming applications supporting DPACS, including coordination and evaluation of commercial software, contractor specific developed software, and software developed by the DSDC.
3. Provides additional DPACS support, including EC developmental testing, Initial Operation Capability testing, and deployment of integrated software.
4. Oversees and facilitates arrangements with contractors in the Prime Vendor program to electronically transmit ordering data and upload the required transactions to our mainframe system and Management Information Systems.
5. Provides operational support for strategic acquisition systems regarding Electronic Commerce.
6. Acts as J6P's focal point for the DPACS PCO Post Award Module. Coordinates with other DLA/J-6 activities on problems encountered and changes necessary for refinement and maintenance of the system. Completely tests all modifications to the system before Center wide deployment. Works in conjunction with other Centers in expanding the system in order to incorporate missing or additional functionality.
7. Provides DSCP, Commodities, and CBU associates with business information and analysis, as requested, to assist in planning or investigatory projects within the unit. This includes downloads of mainframe files, active contract files, and active purchase request files to PC. These downloads are used to initiate local reports satisfying the needs of the commodity unit manager(s). Performs queries using SAS software on mainframe.
8. Develops and assists with the continual modification and implementation of POPS/EPPI, incorporating new business needs and requirements, for the automated placement of delivery orders against long-term contracts. Coordinates and directs POPS changes with the CBU and local programming staff, as dictated by unique business requirements. Develops tools and reports on progress of POPS application. Monitors POPS to assure that it is functioning correctly and to identify errors or inconsistencies at the earliest moment so that program changes can be made.
9. Provides management oversight and direction in the development of a secured Internet Based Quoting System for use by DLA ICP's, and Program management of same.
10. Provides business advice and consultation to vendors and other activities wishing to gain access to the DLA Procurement Gateway. Answers questions as to the Gateways functionality, monitor its performance and direct corrective measures to make sure business documents and data are available in a timely manner.
11. Designs, develops, and coordinates the implementation of a mechanism for accepting order information from regional prime vendors using commercial software into DSCP G&I to effect payment. Used by CBU's as the primary consultant for their MRO/PV type initiatives to insure all business and functional needs are considered and meet of both the commodity and the vendor within a simple, technical umbrella.
12. Develops strategies for implementing Electronic Commerce initiatives that will improve and enhance business methods with our trading partners.
13. Provides business rules/models data to contractors responsible for development and/or improvement of Electronic Commerce applications.

14. Educates and trains G&I contracting officers, as well as other Directorates, program managers and CBU Chiefs on new terms and policy as it pertains to eTechnology advancements.
15. Develops test plans to identify the application and the interfacing system or subsystem to be tested. Create test analysis reports for all test executions.
16. Conducts Prime Vendor testing with interested and qualified companies as part of EDI.
17. Acts as the EDI Systems Functional/Technical Advisor in evaluating proposals to assess an offerer's probability for successful performance of a contract.
18. Actively participates in the support of the Business Systems Modernization program acquisition, logistics, commerce, and integration efforts.

## 5505 ENTERPRISE WEB SOLUTIONS (J6PSW)

### MISSION:

Serves as the J-6 Center of Excellence for DLA's Internet presence, access, reliability, and availability. Serves as consultants for J-6 associates, DLA customers and DOD contractors regarding all Internet general business issues. This includes, but is not limited to, training and assisting DLA personnel on generating HTML documents, reviewing HTML documents submitted for placement on the server, and placing approved documents on the DLA WWW. Establishes processes for posting to DLA and local Websites, ensuring that appropriate enterprise standards are in place and adhered to. Web Development implements Internet/Intranet web sites and applications utilizing analytical skills and appropriate software tools. Components of a web site or application include a combination of Hypertext Markup Language (HTML), various programming files (e.g., JavaScript, Active Server Page (ASP) files), and possibly back-end databases. JavaScript and ASP files are programming languages, which are compatible with Internet browsers such as Microsoft Internet Explorer. Monitors and recommends improvements to the DLA Internet presence to support the capability of vendors to access our contracting requirements and provide electronic catalogs and ordering systems.

### FUNCTIONS:

1. Establishes a process for the identification of information appropriate for posting to Web Sites and ensure it is consistently applied.
2. Ensures all information placed on publicly accessible DLA Web Sites is properly reviewed for security, levels of sensitivity and other concerns before it is released. Detailed requirements for clearance of information for public release are located in DOD Directive 5230.9 and DOD Instruction 5230.29.
3. Ensures approved DOD security and privacy notices and applicable disclaimers are used on all Web Sites under the purview of J6P.
4. Ensures all information placed on publicly accessible DLA Web Sites is appropriate for worldwide dissemination and does not place national security, DOD personnel and assets, mission effectiveness, or the privacy of individuals at an unacceptable level of risk.
5. Ensures procedures are established for management oversight and regular functional review of the Web Site.

6. Ensures operational integrity and security of the computer and network supporting the Web Site is maintained.
7. Ensures that reasonable efforts are made to verify the accuracy, consistency, appropriateness, and timeliness of all information placed on the Web Site.
8. Provides the necessary resources to adequately support Web Site operations to include funding, equipping, staffing and training.
9. Manages IT projects and provides overall control and definition from inception to completion, including: analysis, design, configuration management, development, testing, implementation and support (including maintenance, enhancements and migration).
10. Plans, schedules and monitors project activities to achieve performance, cost, and time objectives for assigned IT systems.
11. Develops and establishes short, mid- and long-range IT planning objectives and priorities with HQ staff and functional managers DOD/Agency-wide.
12. Develops and coordinates mid- and long-range plans related to all functional responsibilities for systems development and management, on-line system management, interfacing logistics systems and performing system and functional testing, initial operating testing, and environmental testing.
13. Participates in research to employ new technologies in various applications. Evaluates new or improved information systems technology and recommends adoption by/application in serviced activities.
14. Implements Internet/Intranet web sites and applications utilizing analytical skills and appropriate software tools.
15. Ensures components of a web site or application include a combination of Hypertext Markup Language (HTML), various programming files (e.g., JavaScript, Active Server Page (ASP) files), and possibly back-end databases. JavaScript and ASP files are programming languages which are compatible with Internet browsers such as Microsoft Internet Explorer.
16. Provides innovative thinking and uses advanced concepts for both design and development requirements for the DLA HQC and DOD Web customer, and provides on-time, tangible solutions.
17. Plans and develops Internet and Intranet Web sites and client-based applications utilizing analytical skills and appropriate software tools.
18. Manages major IT projects for the following phases: analysis, design, development, testing, implementation and support, including on-going support involving maintenance, enhancements and migration.
19. Ensures that the study of work processes, mission goals and objectives to design a system to enhance employee productivity meet system requirements and increases customer satisfaction.
20. Utilizes as components of Web sites and applications to include HyperText Markup Language (HTML), eXtensible Markup Language (XML) and various programming files (e.g., Visual Basic, JavaScript, Active Server Page (ASP) files and .NET).

## 5600 IT MANAGEMENT SUPPORT (J6PM)

### MISSION:

Coordinates J6P financial, organizational, human capital, IT assets, and IT Customer Relationship Management (CRM). Develops statistical and narrative information for J6P briefings, Executive information packages, and graphics production. Administers IT policies and plans for J6P. Manages and monitors IT service, equipment and software acquisitions, and related IT contract management, including software licensing management. Coordinates the execution of the corporate asset management program. Responsibilities include resource requirements planning and management, J6P corporate training, Defense Travel System management, and development/execution of Performance Based Agreements. Implements and enforces DLA policy and business rules, enterprise IT metrics, and records management policies, and is responsible for all IT CRM program activities for the J6P organization. Coordinates with HQ DLA and other DLA activities for all assigned responsibilities and to assure consistent implementation and planning of Agency policies.

#### **FUNCTIONS:**

1. Participates in the implementation of J-6 policies, procedures, plans and programs.
2. Provides Director with recommendations on J-6 management efforts and issues to include strategic planning, organizational design, proposed mission/system changes, workload priority, resourcing, and funding.
3. Develops and maintains liaison internally within DLA and DOD and other Government agencies, private industry, technical societies, academic institutions, and others associated with assigned functional/technical areas and related programs.
4. Develops assigned portions of the operating program budget and justification to support resource requirements for the organization managed and, as applicable, for the functional/technical program activity-wide.
5. Participates in reviews and analyses of the organization managed, including operations, costs, and performance, to determine and evaluate efficiency, effectiveness and outcomes. Develops / participates in development of performance measures, data, statistics, charts and management information.
6. Evaluates workload forecasts; reviews proposed mission / systems changes and near and long-terms plans, and provides specific recommendations concerning resource requirements for organization managed.
7. Develops and coordinates proposals for reorganization or realignment of functions managed, including defining new work and tasks and developing new position descriptions.
8. Maintains state-of-the-art technical knowledge and competence through training, consultation with private industry, academia and other agencies; and through appropriate information exchange media, i.e., schools, symposiums, conferences and research. Determines and coordinates training requirements for assigned personnel.
9. Develops and maintains technical and administrative documentation appropriate for organization managed, including but not limited to user manuals, staff instructions, standard operating procedures and technical guides.
10. Prepares and submits personnel awards, suggestion evaluations and portions of historical reports.
11. Develops, maintains and administers a system of internal management controls within the area managed.

12. Develops requirements for organizational support for inclusion in Interservice Support Agreements (ISAs) and Performance Based Agreements (PBAs) between J6P and external service providers.
13. Participates in development and coordination of responses to inquiries and reports including Congressional inquiries, DOD Inspector General reports, Government Accounting Office audits and reports and management reviews.
14. Acts as Contracting Officer's Technical Representative (COTR) for contracts relating to applicable mission areas.
15. Participates in formulation of J-6 Program Objective Memorandum (POM), Budget Estimate Submission (BES) and Mid Year Report and development of related briefings.
16. Coordinates the development and operation of the performance measurement program for the organization managed with the J-6 performance measurement program, to include procedures for monitoring and reporting performance against established goals and objectives.
17. Develops plans for modifying workplace layouts and for physical moves.
18. Responds to or provides data for one-time external data calls such as customer surveys.
19. Participates in DLA Information Technology programs and teams, as required. As delegated, represents J6P on these efforts.
20. Serves as the focal point for J-6 enterprise standardization efforts.

#### 5601 IT ACQUISITION AND ASSET MANAGEMENT (J6PMA)

##### MISSION:

Serves as the J6P representative for the DLA Asset Management Program. Develops and maintains acquisition plans for Information Technology hardware and software and related IT services. Performs IT asset management and COTR responsibilities for major IT areas and provides contract surveillance and oversight for J6P IT hardware, software, and services acquisitions.

##### FUNCTIONS:

###### IT Acquisitions/Contracting

1. Purchases IT equipment and supplies using the government credit card within the approved purchase limit.
2. Acquires programming and operational support for personal, mid-tier, and mainframe computers and Local Area Network (LAN)/Wide Area Network (WAN) projects and platforms.
3. Participates in developing Requests for Proposal (RFPs) and Statements of Work (SOWs) for acquiring and/or replacing IT equipment and technical services.
4. Performs and participates in the technical and cost evaluation of vendor proposals.
5. Performs Contracting Officer Representative (COR) and Contracting Officer Technical Representative (COTR) duties for IT contracts.
6. Monitors government and contractor systems development activities to ensure performance and progress is within contract obligations.

7. Provides direction, guidance, consultation, and advice to promote and understanding of individual responsibilities and technical working arrangements between the government and contractors.
8. Develops criteria and arranges schedules to monitor IT contract implementation.
9. Provides technical interpretation of IT contract requirements and resolves disagreements between the government and contractors.
10. Aids in negotiations for contract modifications of IT contracts.
11. Coordinates IT contract actions with all responsible parties.
12. Certifies acceptance of equipment, supplies and services identified in IT-related contracts.
13. Reports acceptable and unacceptable deliverables based on fulfilling IT contracts.
14. Assists in meeting government contract obligations for IT-related contracts.
15. Requests deobligation of excess contract funds for IT-related contracts.
16. Develops Statements of Work (SOWs) and Requests for Proposal (RFPs) for contractors and contracting agents.
17. Participates with other offices in the identification and implementation of acquisition initiatives.
18. Administers acquisition policy and requirements for IT-related procurements.
19. Serves as contracting focal point and liaison with local procurement activity and the DLA IT-related Contracting Office.
20. Manages the IT-related acquisition process from requirements definition through acquisition package preparation to Contracting Office submission.
21. Provides IT-related acquisition advice.
22. Acts as site's focal point for the contract post awards.
23. Establishes invoice certification and verification controls for all voice, digital, IT hardware/software services, and IT equipment and recommends approval/disapproval of payments.
24. Manages the acquisition cycle from defining IT requirements to planning, budgeting, negotiating and closeout of the contract.
25. Coordinates, reviews, and revises IT contractual clauses and technical data provisions in DLA/J6P solicitations.
26. Manages resources to help contain costs and ensure the government obtains quality products and customer service.

#### IT Asset Management

1. Establishes and implements accountability procedures for all IT assets managed by J6P.
2. Maintains Warranty and Contract Information for affected IT assets managed by J6P.
3. Performs IT Responsible Property Office (RPO) functions for J6P. Administers and maintains the J6P IT Property Accountability database. Manages and controls hardware, software, and all other IT assets required to be accounted for in the J6P property records.
4. Maintains equipment and cost records related to IT assets managed by J6P. Authorizes and oversees J6P IT assets procurements/purchases such as software, hardware and support services. Approves requests from serviced organizations to purchase hardware and software required to support DSCP and DSCP off-site organizations.

5. Authorizes Credit Card Purchases by other offices for approved IT assets. Assures that all non-J6P IT property properly purchased by credit cards is accurately recorded and included in the IT inventory system.
6. Maintains a master inventory of all IT property and updates inventory when new IT assets are acquired, excessed or transferred. Performs periodic review of inventory records to verify accuracy of information, investigate discrepancies, and reconcile incorrect/incomplete data.
7. Performs scheduled inventories and random audits to verify current inventory records with actual equipment physically located in user areas, computer rooms, hub rooms, etc. and in storage areas.
8. Updates "hand receipts" when IT assets are acquired, excessed, or transferred.
9. Initiates and/or authorizes actions to "excess" IT equipment only after there is no resource requirement for the equipment.
10. Assists non-J6P organizations with reporting lost/damaged/stolen IT assets, replacing IT equipment when warranted, and the disposal/donation of surplus IT equipment.
11. Provides OJT and classroom training and coaching related to inventory system user training and coaching.
12. Assures current and accurate data to the Defense Property Accountability System (DPAS) for DSCP and J6P.
13. Approves and implements changes to the interface programs concerning IT Inventory System, DITMS and DPAS.
14. Manages and controls commercial software licenses, which are the legal contract between a software application author or publisher and the user of that application.
15. Participates as a member of the DLA Corporate License Working Group to assist with standardization efforts in the agency.

## 5602 IT BUSINESS MANAGEMENT AND ASSESSMENT (J6PMB)

### MISSION:

Coordinates and promulgates the DLA policy and performs oversight of activities and products of J6P organizations responsible for assessment of IT processes and operations. Focuses specialized technical expertise on the review and coordination of functional processes, records management, and investment processes. Provides program oversight for J6P's emerging AIS'. Addresses and oversees IT standards, compatibility, and architectural needs to keep J6P functioning effectively. Supports J6P IT Management by providing enterprise and corporate licensing strategy. Performs infrastructure investment resource management, portfolio infrastructure tracking, enterprise licensing and business case analysis. Develops and implements acquisition plans and recommends IT solutions that will ensure the business requirements of DLA customers are met in an efficient and effective manner. Provides customer support to functional organizations in determining, defining, and articulating IT requirements to include defining the problem at the beginning of the process. Establishes effective partnerships with DLA customers, inventory control points, depots, Military Services, and other DOD activities and Agencies, ensuring the free flow of critical information for all DLA IT systems. Manages the contemporary and legacy systems enterprise baseline. Develops and maintains a portfolio of all contemporary and legacy AIS'. Provides program management oversight for the

CRM program, specifically the acquisition of a system that includes business process reengineering, hardware, and software that will fulfill all requirements as prescribed by the CRM functional proponent, the DLA Customer Support Office (DCSO). The CRM strategy will result in a business transformation which will enable DLA to reengineer its strategy, people, processes, and tools to reflect best commercial practices and to improve military readiness. Coordinates and manages requirements affecting sound financial management, viable resource planning and J6P organizational efficiency. Serves as J6P's liaison to external activities (e.g., EEO, Counsel, J-1, DES, J-8, training vendors, travel providers, etc.) to identify, coordinate, troubleshoot, and process J6P requests encompassing Human Capital management issues, budget formulation and execution, employee development, office environments, TDY, correspondence control and disposition, etc. Manages J6P's Performance Based Agreements (PBAs.) Develops requirements for organizational support for inclusion in Interservice Support Agreements (ISAs) and Performance Based Agreements (PBAs) between J6P and external service providers. Coordinates office space, supplies, equipment, Government Credit Cards, and business support services for J6P. Serves as the Project Manager for the development of J6P's IT43 for inclusion in the DLA POM budget process.

#### **FUNCTIONS:**

##### **IT Customer Relationship Management (CRM)**

1. Suggests, develops, and analyzes key performance indicators and measurements that provide trends on the accomplishment of continuous improvement and customer satisfaction trends.
2. Designs business strategies to optimize profitability, revenue and customer satisfaction.
3. Organizes the enterprise around customer segments.
4. Fosters customer-centric behavior.
5. Implements customer-centric business processes.
6. Manages customer relationships.
7. Conducts market research to support customers' needs.
8. Maintains liaison between customers, the local site, and HQ DLA.
9. Participates in conferences and seminars.
10. Provides input to marketing and training on matters relative to CRM.
11. Manages programs to measure customer satisfaction.
12. Coordinates call center services to ensure a high level of customer service and satisfaction.
13. Serves as J6P's focal point for customer service and IT support issues.
14. Provides customer service training and advisory services.
15. Designs and implements opinion surveys to measure customer satisfaction and forwards analyzed survey data to appropriate customer(s).
16. Leads efforts to execute the customer support plan and other initiatives.
17. Serves as Program Manager and coordinator for CRM initiatives and special projects.
18. Leads and coordinates corporate efforts to reengineer business practices and information systems to improve customer relationships.
19. Participates as J6P representative on both public and private committees, study groups and other forums that pursue improved IT services and increase customer satisfaction.

## IT Policy, Business Rules, Planning & Assessment

1. Serves as the J6P focal point for IT policy interpretation, application and compliance at the site. Maintains policy files.
2. Recommends operational, policy, systems, and procedural changes, as well as business process improvements, and plans for implementing them.
3. Gives technical advice and interprets policy and procedures governing J6P IT programs.
4. Coordinates with appropriate organizations to ensure timely and consistent policy implementation.
5. Develops and coordinates a set of conditions or standards to determine the type of internal and external information resources employees can access, the kinds of programs they may install on their own computers as well as their authority for reserving network resources. Ensures initiatives adhere to DLA policies and J-6 business rules.
6. Analyzes new or proposed legislation or regulations to determine the impact on program operations and local policies and procedures.
7. Conducts a full range of research studies, special projects, and projects of command interest to determine and assess complex operational and policy issues affecting the site's performance and provides research results for decision making.
8. Administers and provides staff supervision over the development, coordination and surveillance of J6P mid/long-range IT management plans and objectives.
9. Plans, develops, coordinates and summarizes J6P planning activities and documents for DLA requirements (i.e., the Annual Report and data-calls.)
10. Develops or contributes to local IT management programs and conducts associated training as required.
11. Provides input and recommendations for additions or modifications to chapters in the DLA One Book.

## Human Capital and Financial Management

1. Manages, monitors and balances J6P's budgets. Consults with and advises the Director, J6P on budgetary, financial, work year, and Human Capital matters. Designs, develops and administers programs to assess and improve economies.
2. Tracks and reports J6P expenses related to overtime, travel, office supplies, etc.
3. Administers J6P's Human Resources (HR) Management activities (e.g., requests for personnel action, performance standards, performance awards, Individual Development Plans, etc.) Maintains HR files containing Position Descriptions, performance standards, award nominations and associated forms (i.e., RPAs, DLA Form 38's and IDPs.)
4. Manages J6P employee development initiatives and Training Program requirements. Approves or disapproves training requests, coordinates registrations for approved training, assures training payments are timely, accurate, and in accordance with DOD/DLA training and tuition reimbursement programs, and maintains data and information tracking J6P employee development, technical certifications, and training expenses.
5. Develops, markets and manages the J6P Employee Recognition Program.

6. Coordinates requirements for J6P nominees in support of J-6, DLA, DOD and external Recognition Program activities.
7. Develops strategies and techniques to support achieving J6P organizational objectives.
8. Establishes environments that foster creation, innovative management and leveraging of organizational knowledge assets.

#### IT Metrics

1. Develops and uses numerical ratings to measure the complexity and reliability of a variety of IT support functions such as source code development and quality, network performance, and security.
2. Develops, tracks, and analyzes various performance metrics site and supported customers.
3. Develops Balanced Scorecard Measures and makes changes in metrics as necessary.
4. Assists in developing formal presentations relative to Key Performance Indicators, metrics, and other operational data.
5. Serves as focal point for receiving and responding to all higher headquarters directives relating to performance measures and measurement systems.
6. Collects and retrieves initiatives data for performance measurement and reporting.
7. Serves as focal point for the site's benchmarking efforts.
8. Maintains and disseminates "lessons learned" from benchmarking.
9. Identifies benchmarking opportunities and measurement criteria.
10. Analyzes various metrics from the help desk system for trends and develops plans to solve problems and deploy the available IT resources.

#### Portfolio Management

1. Provides portfolio management as part of the J6P business decision-making process.
2. Ties decisions directly to the organization's and DLA's business strategies.
3. Defines how decisions will impact the aggregate business.
4. Describes risk and uncertainty at the aggregate business level.
5. Leverages the interactions between projects and strategic goals.

#### Business Support for J6P IT Functions

1. Provides office management and administrative support services for the Director, J6P.
2. Manages Defense Travel System requirements for J6P organizations and employees.
3. Holds and administers the J6P high-dollar value credit card.
4. Develops, executes and monitors Performance Based Agreements affecting/involving J6P.
5. Prepares J6P's input for DLA, Command, and/or external taskings (i.e., EEO issues, FOIA requests, Congressional correspondence, BRAC inquiries, and Office of Counsel reporting requirements.)
6. Manages DLA and site initiatives and reports for various programs (e.g., Security, Safety & Health, Quality of Life, etc.) for J6P employees, assets and facilities.

7. Coordinates with J6P organizations, other J-6 elements, and/or HQ-DLA to solicit data and information for use in briefings, meetings, site visits, reports and other presentations.
8. Serves as the J6P focal point for all inspections, audits, management reviews and internal reviews (excluding fraud and criminal investigations).
9. Coordinates with the cognizant J6P functional manager(s) to prepare J6P position papers for reviews/inspections/audits performed by external elements (e.g., IG, GAO, OPM, DLA, etc.) Tracks recommendations contained in inspections, audits and other similar reports to ensure timely implementation and proper completion.
10. Administers and monitors the provision of and payment for IT services for external organizations.
11. Creates databases, tables, queries, and charts in the compilation of statistical and management information.
12. Certifies commercial and other communication invoices for leased equipment and services.
13. Reviews detailed long distance call records and invoices to ensure all systems sustain economic integrity.
14. Maintains equipment and cost records; performs inventory management; establishes invoice certification and verification controls for all voice, digital, and IT hardware/software services. Recommends approval/disapproval of payments.
15. Plans, controls, directs, organizes, trains, promotes and performs activities associated with
16. J6P records creation, maintenance and disposition, including correspondence control and other transactions of the organization.
17. Develops plans for modifying workplace layouts and for physical moves within J6P.

### 3. J-6 Richmond, J-6R (DSCR-YR)

#### INFORMATION OPERATIONS RICHMOND (J-6R)

##### MISSION:

Responsible for providing Information Technology (IT) support to the Center, its tenants, co-located DLA activities, and other customer as directed. This support includes IT plans, budgets, programs, procedures, resources, infrastructure, internal and external service support, and activity Automated Information Systems (AIS) and related access, security, and information assurance. Responsible for the operation and information assurance to all IT systems and for providing IT hardware and software technical support services.

##### FUNCTIONS:

1. Develops and promulgates IT policy, plans, and strategies.
2. Provides direction in the preparation of development, technical and implementation strategies for IT investments.

3. Delivers IT capabilities solutions including architecture, infrastructure, and operations in support of mission needs.
4. Establishes IT standards, processes, and measures.

#### INFORMATION ASSURANCE (J6RA)

##### MISSION:

Develop, implement, and sustain a DLA Enterprise Information Assurance (IA) Program to ensure the confidentiality, availability, integrity, and non-repudiation of sensitive and classified information and information system resources. Investigates security vulnerabilities in distributing information systems and develops architectures, systems and techniques for providing protection from attack and exploitation.

##### FUNCTIONS:

1. Intrusion Detection/Firewalls
2. Access Control-System Training – IA
3. Data Encryption (PKI) Information Assurance
4. In coordination with DLA CERT, conducts performance reviews to ensure compliance with DLA IA policy and programs.
5. Facilitates identification of system vulnerabilities and ensures appropriate plans of actions and milestones (POAMs) are developed to mitigate their risk. Tracks the implementation of actions taken to mitigate the risk of vulnerabilities in the POAM.
6. Manages, administers, and operates the Comprehensive IA Knowledge-base (CIAK). Ensures CIAK is updated in a timely manner to incorporate appropriate IA status data on taskings and controls. Plans, programs, coordinates, and schedules changes to the CIAK design to meet IA status and tracking data.

#### INFORMATION TECHNOLOGY INFRASTRUCTURE (J6RI)

##### MISSION:

Responsible for the effective and efficient operation of all application and infrastructure supporting DSCR, tenants and co-located DLA activities.

##### FUNCTIONS:

#### APPLICATIONS SUPPORT BRANCH (J6RIA)

##### MISSION:

#### FUNCTIONS:

1. Serves as a component of the second tier help-desk function (applications).
2. Manages the baseline schedule for all applications.
3. Participates as voting member of the Technical Review Board, responsible for ensuring compliance with DLA technical infrastructure and architectural guidelines.

#### END USER SUPPORT BRANCH (J6RIB)

##### MISSION:

##### FUNCTIONS:

1. Serves as the first tier help-desk function
2. Manages the identification and resolution of all IT trouble incidents.
3. Manages the identification and provision of IT related training and information to the DSCR workforce.
4. Manages the physical distribution of end user IT assets.
5. Participates as a voting member of the Technical Review Board, responsible for ensuring compliance with DLA technical infrastructure and architectural guidelines.
6. Serves as a component of the second tier help desk (desktop).

#### SYSTEMS SUPPORT BRANCH (J6RIC)

##### MISSION:

##### FUNCTIONS:

1. Manages and administers all locally operated department and corporate IT assets.
2. Participates as a voting member of the Technical Review Board, responsible for ensuring compliance with DLA technical infrastructure and architectural guidelines.

#### TELECOMMUNICATIONS SUPPORT BRANCH (J6RID)

##### MISSION:

## **FUNCTIONS:**

1. Acts as communications officer for all supported activities.
2. Manages and administers all locally operated department and corporate data and voice communications assets.
3. Participates as a voting member of the Technical Review Board, responsible for ensuring compliance with DLA technical infrastructure and architectural guidelines.

## **OPERATIONS SUPPORT BRANCH (J6RIE)**

### **MISSION:**

### **FUNCTIONS:**

1. Manages the operations of DSCR's local computing facilities and systems.
2. Serves as telecommunications Top Secret Control Officer.
3. Performs the activity Communications Security (COMSEC) custodian duties.
4. Participates as a voting member of the Technical Review Board, responsible for ensuring compliance with DLA technical infrastructure and architectural guidelines.
5. Manages the operation of DSCR's secure local computing and telecommunications facilities and systems.

## **INFORMATION TECHNOLOGY SOLUTIONS (J6RS)**

### **MISSION:**

Responsible for Information Technology solution: plans and coordinates projects, to include design, development, deployment of applications; development of IT infrastructure, and administers DSCR's configuration management process.

### **FUNCTIONS:**

1. Manages DSCR's Configuration Management process.
2. Manages DSCR's Information Technology.
3. Manages the integration of all applications.
4. Designs, develops, and codes all Information Technology applications.

## CONFIGURATION MANAGEMENT BRANCH (J6RSA)

### MISSION:

Responsible for Information Technology solutions: administration of DSCR's Configuration Management.

### FUNCTIONS:

1. Manages the DSCR's configuration management process.
2. Manages DSCR's Technical Program Management staff.
3. Serves as co-chair of the DLSC Configuration Management Board for DLA.
4. Services as Administrator of the Technical Review Board.

## SYSTEMS INTEGRATION BRANCH (J6RSB)

### MISSION:

Responsible for Information Technology solution: development of IT infrastructure and integration; adheres to DSCR's Configuration Management process.

### FUNCTIONS:

1. Manages DSCR's Information Technology architecture.
2. Manages the integration of all applications.
3. Serves as the third tier help-desk function.
4. Defines applications architecture and design.
5. Participates as a voting member of the Technical Review Board, responsible for ensuring compliance with DLA technical infrastructure and architectural guidelines.

## EXTERNAL SOLUTIONS BRANCH (J6RSC)

### MISSION:

Responsible for Information Technology solution: plans and coordinates development projects, to include design, development, deployment and applications in support of external customers; adheres to DSCR's Configuration Management process.

### FUNCTIONS:

1. Designs, develops, and codes all Information Technology development for external customers.
2. Participates as a voting member of the Technical Review Board, responsible for ensuring compliance with DLA technical infrastructure and architectural guidelines.

#### INTERNAL SOLUTIONS BRANCH (J6RSD)

##### MISSION:

Responsible for Information Technology solution: plans and coordinates projects, to include design, development, deployment of applications in support of internal customers; adheres to DSCR's Configuration Management process.

##### FUNCTIONS:

1. Designs, develops, and codes all Information Technology development for internal customers.
2. Participates as a voting member of the Technical Review Board, responsible for ensuring compliance with DLA technical infrastructure and architectural guidelines.

#### INFORMATION TECHNOLOGY MANAGEMENT SUPPORT (J6RM)

##### MISSION:

Provides business management support for the Director, J6R and all staff offices.

##### FUNCTIONS:

1. Monitors and coordinates the development of the office segment of the operations program/IT budget justification to support resources requirements, and prepares final office input.
2. Monitors office usage of full-time equivalents (FTEs) and end-strength against approval staffing levels.
3. Coordinates and process all personnel actions.
4. Maintains reference library of required publications, and processes requests for revisions and distribution of publications.
5. Maintains local Inter-service Support Agreements (ISSAs), Service Level Agreements (SLAs), Memorandum of Understanding (MOAs)

6. Reconciles DSCR's long distance telephone, cell phone changes.
  7. Performs COR responsibilities for J6R. Monitors and assesses contract support.
  8. Monitors all J6R civilian personnel actions and advise the Director on personnel issues.
  9. Serves as J6R Training Officer. Responsible for managing the Individual Development Plans and coordinates training.
  10. Provides Business Case Analyses/Economic Analyses to support information Technology procurements.
  11. Participates as a voting member of the Technical Review Board, responsible for ensuring compliance with DLA technical infrastructure and architectural guidelines.
  12. Manages and maintains the Management Control process and Annual Statement of Assurance for J6R.
  13. Conducts all administrative support for J6R.
4. J-6 Utah, J6U (DDC-YU)

#### INFORMATION OPERATIONS – UTAH (J-6U)

##### MISSION:

Under the direction of the DLA Chief Information Officer, provides software development, maintenance and deployment of all DLA systems that support the Distribution and Base Support missions within DLA.

##### DIRECTOR (J6U)

##### FUNCTIONS:

1. Directs the execution of all assigned missions and functions.
2. Directs and leads the J6-U organization.
3. Signs/approves all correspondence addressed outside the organization.
4. Establishes policy for J6-U.
5. Serves as consultant and advisor to the Deputy Executive Director Enterprise Business Systems on issues related to Information Technology, specifically those issues related to Distribution and Base Support Systems within DLA.
6. Heads the internal J6-U CMB
7. Approves all expenditures of funds for J6-U

## SUPPORT STAFF (J6U)

### MISSION:

Responsible for the day-to-day business and administrative functions of J6U.

### FUNCTIONS:

1. Conducts all Business Management functions of the organization, to include financial management, contract management and workload planning and management.
2. Negotiates and monitors Interservice Support Agreements (ISAs) and Memorandums of Understanding (MOUs) with J6U host activities at Hill Air Force Base and Defense Depot Susquehanna PA, Warner Robins Air Force Base GA, and other activities as required.
3. Administers the Training program for the organization and establishes contracts for training when required.
4. Personnel Administration liaison for J6U. Prepares and tracks all personnel actions.
5. Coordinates and prepares the Project Development Plan, and any changes to it, for all mission projects within J6U.
6. Handles all reporting requirements between J6U and HQ DLA.
7. Develops or assists in developing Statements of Work (SOWs), including Data Item Descriptions (DIDs), Contract Data Requirements Lists (CDRLs), and the Independent Government Cost Estimates (IGCEs).

## INFORMATION ASSURANCE, IT INFRASTRUCTURE, CONFIGURATION MANAGEMENT (J6UI)

### MISSION:

Responsible for the Technical, Data Base and Configuration Management oversight of all J6U product lines. Responsibility includes test environment oversight, office infrastructure, networks, telecommunications, and system interfaces. Provides Security and Information Assurance oversight for J6U. Responsible for Configuration and Release Management of all software development products for all product lines within J6U. Serves as Technical Monitor for DEIS II contracts.

## IT INFRASTRUCTURE (J6UIA)

### MISSION:

Responsible for the Technical and Data Base support to all J6U product lines. Responsibility includes test environment oversight, office infrastructure, networks, telecommunications, and system interfaces.

### FUNCTIONS:

1. Provides system engineering and development functions relating to databases, data dictionaries and database applications.
2. Analyzes and/or clarifies requirements for the development of new database applications/tables, policies and technology improvements for all J6U database systems.
3. Responsible for the population of the various test environments with appropriate test data in order to satisfy specific testing requirements of the application areas.
4. Serves as J6U liaison to DISA Defense Enterprise Computing Centers on all executive software, database and technical issues.
5. Interfaces with and provides support to Defense Enterprise Computing Centers and the DDC on all database problems related to J6U assigned systems.
6. Provides internal PC support to include software acceptance testing and installation, hardware installation and maintenance, troubleshooting, problem resolution and end user training.
7. Provides LAN/WAN support to include network design, troubleshooting, problem resolution, end user training, and coordination with network providers.
8. Acts as the technical authority for firewall design, installation and integration into the host network architecture.
9. Provides System Administration of all J6U servers, to include file backup and file integrity.
10. Evaluates and advises on the impact of new releases of vendor software on application programs and design and supports installation of new releases of vendor software products. Develops migration plans for implementation of new releases of vendor software products.
11. Documents and submits problem reports on vendor supplied software, hardware systems and processing deficiencies.
12. Ensures telecommunication interfaces between J6U products lines and other systems are designed and functioning as requirements specify.
13. Serves as the J6U focal point for COOP planning and execution.
14. Provides guidance to J6U in the area of advanced technology and emerging technology.
15. Ensure compliance with current DOD and DLA IT strategy, objectives, and enterprise architecture.
16. Ensures various J6U test environments are functioning and executing as required.
17. Makes necessary decisions and enhancements concerning system architecture within the various J6U test environments.
18. Provides all logic necessary for the unique forms design and printing of various output products associated with DSS.

## INFORMATION ASSURANCE, CONFIGURATION MANAGEMENT (J6UIB)

### MISSION:

Provides Security and Information Assurance oversight for J6U. Responsible for Configuration and Release Management of all software development products for all product lines within J6U.

## **FUNCTIONS:**

1. Provides Release Management for all J6U systems.
2. Develops and enforces standards/procedures throughout the development and production lifecycles.
3. Establishes lifecycles for systems developed at J6U.
4. Maintains and controls all baselines within the lifecycle.
5. Tracks and maintains all System Change Requests and trouble reports.
6. Establishes, maintains, and executes all batch processing cycles within the Test environments.
7. Develops software to aid in the automation of Release/Configuration Management
8. Compares production baselines to development baselines and resolve exceptions.
9. Coordinates and impacts all database changes.
10. Coordinates and certifies all formal System and Functional tests.
11. Tracks and reports status on all coding and unit testing.
12. Prepares implementation documentation and release agendas.
13. Participates in audits to ensure requirement accuracy and traceability.
14. Provides customer assistance to all production sites and processing centers.
15. Performs mass recompiles to the various system baselines.
16. Serves as the J6U Information System Security Officer (ISSO).
17. Administers the Information Assurance function for J6U.
18. Prepares local security plans, regenerates plans by tailoring in order to meet current requirements for J6U and to support, aid, perform, monitor, and implement security efforts from external organizations for select areas.
19. Develops plans to track, control, and monitor software security activities for the organization.
20. Performs duties as local registration authority for Public Key Infrastructure (PKI).
21. Participates with organizational software engineering groups in the overall project planning and project tracking throughout the project's life cycle in order to assure that certification and accreditation key areas are met.
22. Reviews and ensures the site unique systems meet DOD standards, DLA requirements, and J6U release certification and accreditation before implementing locally.
23. Develops internal security processes and procedures according to a documented procedural method.
24. Ensure compliance with current DOD and DLA IT strategy and objectives.

## **ORACLE SOLUTIONS (J6UIC)**

### **MISSION:**

Responsible for Project Management, Software Engineering, and Software Maintenance for the Base Operating and Supply System (BOSS), DSS Mapping Translator (DSSTRANS), and the Project Management Information System (PROMIS).

## **FUNCTIONS:**

1. Provides Project Management for assigned Software Engineering efforts.
2. Develops Cost Estimates and/or Impact Assessments for all proposed System Change Requests in assigned applications.
3. Analyzes and clarifies requirements for applications and modifications.
4. Designs, develops, tests, implements, maintains, enhances, and documents all assigned applications.
5. Translates functional requirements into design documentation and presents them to the customer in formal customer design reviews.
6. Conducts system test to insure integration of modified components with overall system.
7. Develops and provides user training on new functionality or modifications to the system.
8. Participates with user in functional acceptance test and Environmental test.
9. Provides consulting support to the user community during Environmental test and Initial Operating Capability (IOC) phase of deployment.
10. Responsible for constant evaluation of the efficiency of the assigned applications and their applicability to efficient support to user requirements.
11. Maintains and enhances skills base to improve our capability to implement commercial best practices to facilitate a seamless transition and modernization of legacy systems and introduce COTS based solutions.

## **IT SOLUTIONS DISTRIBUTION GATEWAY (J6UE)**

### **MISSION:**

Responsible for Project Management, Software Engineering and Software Maintenance for the DSS applications of Workload Planning, Receiving, MIS, DIS, PPC, Addressing, Small Parcel, PPP&M, CCP, Hazardous, DEPMEDS, DSS Gateway, MRO Processing, and Navy Bridge.

## **ISSUES AND GATEWAY (J6UEA)**

### **MISSION:**

Responsible for Project Management, Software Engineering and Software Maintenance for the DSS applications of Depot Workload Planning, MRO Processing, Addressing, MRO Banking, Production Planning Control (PPC), Gateway, EDI, and Navy Bridge.

## **FUNCTIONS:**

1. Provides Project Management for assigned Software Engineering efforts.
2. Develops Cost Estimates and/or Impact Assessments for all proposed DSS System Change Requests in assigned applications.

3. Analyzes and clarifies requirements for applications and modifications with users of DSS products and services
4. Designs, develops, tests, implements, maintains, enhances, and documents all assigned distribution applications
5. Translates functional requirements into design documentation and presents them to the customer in formal customer design reviews
6. Conducts system test to insure integration of modified components with overall system
7. Develops and provides user training on new functionality or modifications to the system.
8. Participates with user in functional acceptance test and Environmental test.
9. Provides consulting support to the user community during Environmental test and Initial Operating Capability (IOC) phase of deployment.
10. Responsible for constant evaluation of the efficiency of the assigned applications and their applicability to efficient support to user requirements.
11. Maintains and enhances skills base to improve capability to implement commercial best practices to facilitate a seamless transition and modernization of legacy systems and introduce COTS based solutions to support distribution systems modernization.
12. Maintains UDF, MILS, and DLMS interface within DSS systems.

#### MATERIEL RECEIPT (J6UEB)

#### MISSION:

Responsible for Project Management, Software Engineering, and Software Maintenance for the DSS applications of Receiving, Stow, Preservation and Packing (PPP&M), Containerization Control Point (CCP) Receiving, and Hazardous Materials.

#### FUNCTIONS:

1. Provides Project Management for assigned Software Engineering efforts.
2. Develops Cost Estimates and/or Impact Assessments for all proposed DSS System Change Requests in assigned applications.
3. Analyzes and clarifies requirements for applications and modifications with users of DSS products and services
4. Designs, develops, tests, implements, maintains, enhances, and documents all assigned distribution applications
5. Translates functional requirements into design documentation and presents them to the customer in formal customer design reviews
6. Conducts system test to insure integration of modified components with overall system
7. Develops and provides user training on new functionality or modifications to the system.
8. Participates with user in functional acceptance test and Environmental test.
9. Provides consulting support to the user community during Environmental test and Initial Operating Capability (IOC) phase of deployment.
10. Responsible for constant evaluation of the efficiency of the assigned applications and their applicability to efficient support to user requirements.

11. Maintains and enhances skills base to improve capability to implement commercial best practices to facilitate a seamless transition and modernization of legacy systems and introduce COTS based solutions to support distribution systems modernization.

## MANAGEMENT INFORMATION (J6UEC)

### MISSION:

Responsible for Project Management, Software Engineering, and Software Maintenance for the DSS applications of Management Information System (MIS), Distribution Information System (DIS), Deployable Medical System (DEPMEDS), and Small Parcel Transportation.

### FUNCTIONS:

1. Provides Project Management for assigned Software Engineering efforts.
2. Develops Cost Estimates and/or Impact Assessments for all proposed DSS System Change Requests in assigned applications.
3. Analyzes and clarifies requirements for applications and modifications with users of DSS products and services
4. Designs, develops, tests, implements, maintains, enhances, and documents all assigned distribution applications
5. Translates functional requirements into design documentation and presents them to the customer in formal customer design reviews
6. Conducts system test to insure integration of modified components with overall system
7. Develops and provides user training on new functionality or modifications to the system.
8. Participates with user in functional acceptance test and Environmental test.
9. Provides consulting support to the user community during Environmental test and Initial Operating Capability (IOC) phase of deployment.
10. Responsible for constant evaluation of the efficiency of the assigned applications and their applicability to efficient support to user requirements.
11. Maintains and enhances skills base to improve capability to implement commercial best practices to facilitate a seamless transition and modernization of legacy systems and introduce COTS based solutions to support distribution systems modernization.
12. Maintains external interfaces with small parcel carrier software.

## IT SOLUTIONS DISTRIBUTION MANAGEMENT (J6US)

### MISSION:

Responsible for Project Management, Software Engineering and Software Maintenance for the Distribution Standard System (DSS) applications of Distribution Planning and Management System (DPMS), Care of Stock in Storage (COSIS), Item Data, Inventory, Reworking, Picking, Packing, Transportation, Shipping, EDI, HAZMAT, and AMS/RFID.

## SHIPPING & TRANSPORTATION (J6USA)

### MISSION:

Responsible for Project Management, Software Engineering, and Software Maintenance for the Distribution Standard System (DSS) applications of Shipping and Transportation, which encompass Distribution Planning and Management System (DPMS), Electronic Data Interchange (EDI), Hazardous Materials, Automated Manifest System (AMS), Radio Frequency Identification (RFID), Truck Operations, and Shipment Rating. These applications are operational at all sites where enhanced DSS is implemented, both CONUS and OCONUS.

### FUNCTIONS:

1. Provides Project Management for assigned Software Engineering efforts.
2. Develops Cost Estimates and/or Impact Assessments for all proposed DSS System Change Requests in assigned applications.
3. Analyzes and clarifies requirements for applications and modifications with users of DSS products and services
4. Designs, develops, tests, implements, maintains, enhances, and documents all assigned distribution applications
5. Translates functional requirements into design documentation and presents them to the customer in formal customer design reviews
6. Conducts system test to insure integration of modified components with overall system
7. Develops and provides user training on new functionality or modifications to the system.
8. Participates with user in functional acceptance test.
9. Provides consulting support to the user community during Environmental test and Initial Operating Capability (IOC) phase of deployment.
10. Responsible for the resolution of all assigned application software error conditions and incompatibilities encountered in applications.
11. Maintains and enhances skills base to improve capability to implement commercial best practices to facilitate a seamless transition and modernization of legacy systems and introduce COTS based solutions to support distribution systems modernization.

## MATERIEL ACCOUNTABILITY (J6USB)

### MISSION:

Responsible for Project Management, Software Engineering, and Software Maintenance for DSS applications of Inventory, COSIS, and Item Data. These applications are operational at all sites where DSS is implemented, both CONUS and OCONUS.

### FUNCTIONS:

1. Provides Project Management for assigned Software Engineering efforts.
2. Develops Cost Estimates and/or Impact Assessments for all proposed DSS System Change Requests in assigned applications.
3. Analyzes and clarifies requirements for applications and modifications with users of DSS products and services
4. Designs, develops, tests, implements, maintains, enhances, and documents all assigned distribution applications
5. Translates functional requirements into design documentation and presents them to the customer in formal customer design reviews
6. Conducts system test to insure integration of modified components with overall system
7. Develops and provides user training on new functionality or modifications to the system.
8. Participates with user in functional acceptance test and Environmental test.
9. Provides consulting support to the user community during Environmental test and Initial Operating Capability (IOC) phase of deployment.
10. Responsible for constant evaluation of the efficiency of the assigned applications and their applicability to efficient support to user requirements.
11. Maintains and enhances skills base to improve our capability to implement commercial best practices to facilitate a seamless transition and modernization of legacy systems and introduce COTS based solutions to support distribution systems modernization.

## WAREHOUSE OPERATIONS (J6USC)

### MISSION:

Responsible for Project Management, Software Engineering, and Software Maintenance for DSS applications of Picking, Packing, and Reworking. These applications are operational at all sites where DSS is implemented, both CONUS and OCONUS.

### FUNCTIONS:

1. Provides Project Management for assigned Software Engineering efforts.
2. Develops Cost Estimates and/or Impact Assessments for all proposed DSS System Change Requests in assigned applications.
3. Analyzes and clarifies requirements for applications and modifications with users of DSS products and services
4. Designs, develops, tests, implements, maintains, enhances, and documents all assigned distribution applications
5. Translates functional requirements into design documentation and presents them to the customer in formal customer design reviews
6. Conducts system test to insure integration of modified components with overall system
7. Develops and provides user training on new functionality or modifications to the system.
8. Participates with user in functional acceptance test and Environmental test.
9. Provides consulting support to the user community during Environmental test and Initial Operating Capability (IOC) phase of deployment.

10. Responsible for constant evaluation of the efficiency of the assigned applications and their applicability to efficient support to user requirements.
11. Maintains and enhances skills base to improve our capability to implement commercial best practices to facilitate a seamless transition and modernization of legacy systems and introduce COTS based solutions to support distribution systems modernization.

## IT SOLUTIONS TAILORED LOGISTICS (J6UT)

### MISSION:

Responsible for Project Management, Software Engineering and Software Maintenance for the DSS applications of Equipment Control System, Total Package Fielding, and Small Arms Serialization and the Daily Employee Log of Time and Activity (DELTA) / Employee Activity Guide for Labor Entry (EAGLE) systems. Responsible for Technical Support and for infrastructure support for J6US and J6UT divisions.

## TAILORED APPLICATIONS (J6UTA)

### MISSION:

Responsible for Project Management, Software Engineering and Software Maintenance for the Daily Employee Log of Time and Activity (DELTA) / Employee Activity Guide for Labor Entry (EAGLE) systems and for DSS Applications which are service- or site-unique, to include the Army Total Package Fielding (TPF) System operating at Defense Depot Susquehanna PA and Defense Depot Red River TX, and the Small Arms Serialization Program (SASP) system operating at Defense Depot Anniston AL.

### FUNCTIONS:

1. Provides Project Management for assigned Software Engineering efforts.
2. Develops Cost Estimates and/or Impact Assessments for all proposed DSS System Change Requests in assigned applications.
3. Analyzes and clarifies requirements for applications and modifications with users of DSS products and services
4. Designs, develops, tests, implements, maintains, enhances, and documents all assigned distribution applications
5. Translates functional requirements into design documentation and presents them to the customer in formal customer design reviews
6. Conducts system test to insure integration of modified components with overall system
7. Develops and provides user training on new functionality or modifications to the system.
8. Participates with user in functional acceptance test and Environmental test.
9. Provides consulting support to the user community during Environmental test and Initial Operating Capability (IOC) phase of deployment.

10. Responsible for constant evaluation of the efficiency of the assigned applications and their applicability to efficient support to user requirements.
11. Maintains and enhances skills base to improve our capability to implement commercial best practices to facilitate a seamless transition and modernization of legacy systems and introduce COTS based solutions to support distribution systems modernization.

## AUTOMATED EQUIPMENT INTEGRATION (J6UTB)

### MISSION:

Responsible for Project Management and Software Engineering of the DSS subsystem, Equipment Control System (ECS).

### FUNCTIONS:

1. Provides Project Management for assigned Software Engineering efforts.
2. Develops Cost Estimates and/or Impact Assessments for all proposed DSS System Change Requests in assigned applications.
3. Analyzes and clarifies requirements for applications and modifications with users of DSS products and services
4. Designs, develops, tests, implements, maintains, enhances, and documents all assigned distribution applications
5. Translates functional requirements into design documentation and presents them to the customer in formal customer design reviews
6. Conducts system test to insure integration of modified components with overall system
7. Develops and provides user training on new functionality or modifications to the system.
8. Participates with user in functional acceptance test and Environmental test.
9. Provides consulting support to the user community during Environmental test and Initial Operating Capability (IOC) phase of deployment.
10. Responsible for constant evaluation of the efficiency of the assigned applications and their applicability to efficient support to user requirements.
11. Maintains and enhances skills base to improve our capability to implement commercial best practices to facilitate a seamless transition and modernization of legacy systems and introduce COTS based solutions to support distribution systems modernization.
12. Defines the equipment needed to operate the ECS at a target site. Prepares acquisition specifications, accepts, installs and configures equipment at target site.
13. Provides all integration support to integrate ECS hardware and software with vendor software and software/hardware installed at site.
14. Performs Oracle database design/administration in support of ECS.
15. Performs Configuration and Release management in support of ECS.
16. Provides system administration and user support for the ECS development system.

## IT TECHNICAL SERVICES (J6UTC)

## MISSION:

Responsible for local support for technical, database and documentation functions of DSS. Administers a local area network and interface into the wide area network to support day-to-day mission requirements and operations, including connectivity to mainframe host environments at DISA Mechanicsburg and DISA Hill. Responsible for all aspects of property acquisition, delivery and acceptance, and accountability for J6U owned ADPE located at New Cumberland, PA.

## FUNCTIONS:

1. Provides internal PC support to include software acceptance testing and installation, hardware installation and maintenance, troubleshooting, problem resolution and end user training. Provides external PC support to include software acceptance testing and installation, hardware installation and maintenance, troubleshooting, problem resolution and end user training for ECS.
2. Provides LAN/WAN support to include network design, troubleshooting, problem resolution, end user training, and coordination with network providers.
3. Provides Technical and Database Support to J6US and J6UT application programmers/analysts.
4. Maintains current DSS application documentation for all applications supported by J6US and J6UT.
5. Provides System and Application Support for DELTA/EAGLE.

## IT MANAGEMENT SUPPORT - IT SOLUTIONS (J6UM)

### MISSION:

Responsible for Project Management, Software Engineering and Software Maintenance for the Equipment Management and Control System (EMACS), Safety and Health Information Reporting System (SHIRS), Hazardous Material Information Resource System (HMIRS), Environmental Reporting Logistics System (ERLS), and Map Support Office Distribution System (MSODS).

## ENVIRONMENTAL SOLUTIONS (J6UMA)

### MISSION:

Responsible for Project Management, Software Engineering and Software Maintenance for the Hazardous Material Information Resource System (HMIRS) and Environmental Reporting Logistics System (ERLS).

### FUNCTIONS:

1. Provides Project Management for assigned Software Engineering efforts.
2. Develops Cost Estimates and/or Impact Assessments for proposed System Change Requests in assigned applications.
3. Analyzes and clarifies requirements for applications and modifications
4. Designs, develops, tests, implements, maintains, enhances, and documents all assigned applications
5. Translates functional requirements into design documentation and presents them to the customer in formal customer design reviews
6. Conducts system test to insure integration of modified components with overall system
7. Develops and provides user training on new functionality or modifications to the system.
8. Participates with user in functional acceptance test and Environmental test.
9. Provides consulting support to the user community during Environmental test and Initial Operating Capability (IOC) phase of deployment.
10. Responsible for constant evaluation of the efficiency of the assigned applications and their applicability to efficient support to user requirements.
11. Maintains and enhances skills base to improve capability to implement commercial best practices to facilitate a seamless transition and modernization of legacy systems and introduce COTS based solutions to support systems modernization

## SUPPORT SOLUTIONS (J6UMB)

### MISSION:

Responsible for Project Management, Software Engineering and Software Maintenance for the Distribution Systems: Equipment Management and Control System (EMACS), Safety and Health Information Reporting System (SHIRS), AND Map Support Office Distribution System (MSODS).

### FUNCTIONS:

1. Provides Project Management for assigned Software Engineering efforts.
2. Develops Cost Estimates and/or Impact Assessments for proposed System Change Requests in assigned applications.
3. Analyzes and clarifies requirements for applications and modifications
4. Designs, develops, tests, implements, maintains, enhances, and documents all assigned applications
5. Translates functional requirements into design documentation and presents them to the customer in formal customer design reviews
6. Conducts system test to insure integration of modified components with overall system
7. Develops and provides user training on new functionality or modifications to the system.
8. Participates with user in functional acceptance test and Environmental test.

9. Provides consulting support to the user community during Environmental test and Initial Operating Capability (IOC) phase of deployment.
10. Responsible for constant evaluation of the efficiency of the assigned applications and their applicability to efficient support to user requirements.
11. Maintains and enhances skills base to improve capability to implement commercial best practices to facilitate a seamless transition and modernization of legacy systems and introduce COTS based solutions to support systems modernization